SayHi™

102 Series IP Phone

User Manual

(firmware :V1.0.7.4)

Escene Communication Co.Ltd

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1. Getting Started

About

102 Series is a popular type IP Phone in SayHi phones Series, with modern design, functional, practical and voice clarity characteristics. It accomplished the powerful telephony features by cooperating with the communications platform, such as call transfer, hotline, third-party conferences, voice mail, interruption-free, etc.

Feature Highlights:

- HD Voice: HD Codec
- Support unified maintenance and auto upgrade
- Enterprise Phone Book
- Support Headset interface
- Support PoE and AC power adapter
- Support HTTP/TFTP/FTP Auto-provision/TR069 for upgrade software

Technical Features

Item	102
Screen	grayscale LCD with background light
	128*64 LCD, 4 display, 2.3 inch
Language	Multi-Language (e.g.CN/EN/Spain/Portugal/Poland/Turkey/French/Italy etc.)
Line	2 ,Light status: Coming call & Hold(Red flashing);Talking (Red)
Function Keys	5 Navigation keys (Arrow button, OK button) Volume button(multiplex up and down keys) Hands-free Left soft key Right soft key Hold Redial Conference Transfer
VoIP Protocol	SIP 2.0
Network Protocol	HTTP, BOOTP, FTP, TFTP, IEEE 802.1Q, *IEEE 802.1X
Codec	PCMA,PCMU, G.722 ,G.729 A,G.723.1(5.3Kb/s, 6.4Kb/s),iLBC

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QoS	TOS, Jiffer Buffer, VAD, CNG, G.168 (32ms)
Network	2×RJ45 10/100M Ethernet Interfaces (LAN/PC) IP Assignment: static IP, DHCP, PPPoE PC port support Bridge and Router DNS SRV,STUN, VPN(L2TP), VLAN/QoS STUN,DTMF(In-band/RFC2833/SIP INFO)
Voice	Hands-free model available by Full-duplex Separated 9 Level Volume Adjustment
Function APP	Always Forward, Busy Forward, No-answer Forward Hotline line (Immediately/Delay) Call Waiting, Call Queuing Call Forward, Call Transfer, Call Holding, Call Pickup, *Callback Redial Phone DIRectory speed dial, Call record DIRect dial 3-way conference DnD, Blacklist, SMS Voice mail, Voice Prompt, Voice Message P2P(Peer-to-Peer)
PBX	Call Transfer, Call Pick-Up, Network-Meeting, DND, Call Waiting, Call Hold. Call Barring, Call Back On Busy, Anonymous Call ,Intercom, Paging
Application	LDAP Enterprise phone DIRectory, download with server, and it support 800 contacts Public phone DIRectory XML Phonebook : Search /Input/ Out put Private phone DIRectory: input/output 300 contacts, every contact can save 3 numbers and the size of number is 19 byte. Call History(600): every records is 200 with Miss Calls /Received Calls/Dialed Calls. Voice Message, Voice Mail Box, Light of Message. Ringing Update, Input, Del, *we also support to order the other APP.
Security	Login the website by password Login the LCD by password Signaling encryption(RC4) Media encryption(RC4) VPN, 802.1X, VLAN QoS(802.1pq), *LLDP TLS, MD5,AES, ROOT/USER Management
Management	Upgrade: HTTP/TFTP/FTP Auto-provision/TR069 Configurations: Phone/Http/Auto provision/TR069 Debug: Telnet/Phone/Web Keyboard Setting
Power Supply	Power adapter:AC100~240V input and DC 5V/1A output PoE(IEEE 802.af)

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Specification	DSPG Chipset Storage Temperature: 0℃ ~ 60℃ Operating Humidity: 10%~90% Size:210mm*175mm*70mm Net weight: 0.9kg
Certifications	CE、FCC、RoHS、Avaya、Broadsoft、Alcatel、Yeastar、Digium、Metaswitch etc.

Note: "*" Sign means function has not been published yet.

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2. Connecting Your Phone

Your system administrator will likely connect your new 102 SERIES IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.

1) Open the box of 102 SERIES IP Phone，carefully check the packing list as follow:

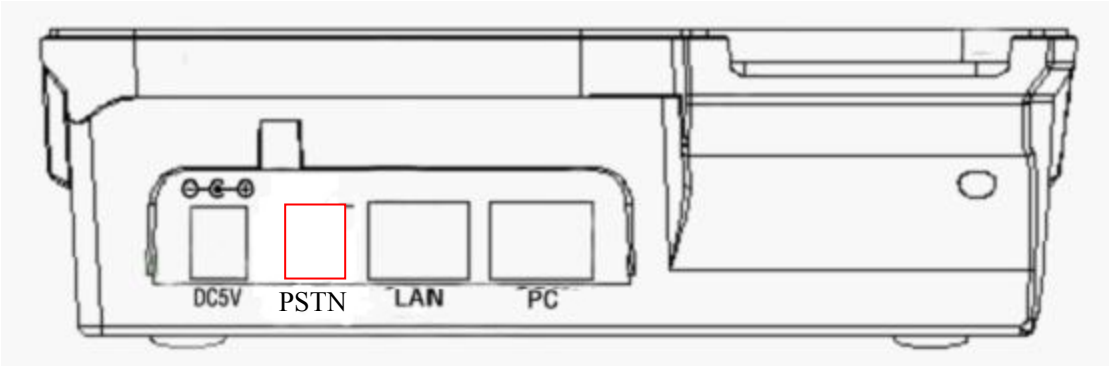
Item	Counts
IP Phone	1
Handset	1
Handset Cord	1
Power adapter	1 (Phone with PoE without Power adapter)
RJ45 cable	1
RJ11 cable	1
CD	1
Quick Installation	1
Quick User Guide	1
Product certification	1

2) As shown in figure 2.1， please plug Handset Cord into RJ11 interfaces (IP Phone and Handset)，RJ45 cable into the LAN interface；IP Phone will automatically start if IP Phone with POE function.

3) The phone must work together with power adapter without POE support.

4) If you want connect your computer into LAN at the same time, please connect your computer to PC interface of the phone with a RJ45 cable.

Figure2.1 Interfaces of 102 SERIES



NOTE:PSTN feature is only in DS Series Model

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3. Phone overview

Understanding Buttons and Hardware

You can identify buttons and hardware on your 102 SERIES from figure 3.1.

Figure 3.1 102 SERIES

	Item	Description
1	LCD Screem	128*64 characters, grayscale LCD with background light
2		Menu button: which buttom make you enter the menu setting interface
3		Line button: 102 SERIES have two account ,one account have a corresponding line button .If the call coming or the line is used, the light will become red.
4		Received button: you can search the phone number which you have receive by press this button
5		Vol+ button: you can adjust the volume

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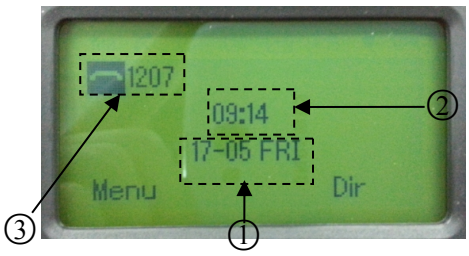
6		Missed button: you can search the phone number which you have missed by press this button.
7		Dialed button: you can search the phone number whhich you hace dailed by press this button.
8		OK button: To confirm the action.
9	0-9，*，#	Basic Call Handling: press “#” send out a call by default.
10		Speaker button: Toggles the speakerphone on or off.
11		There button： Conference button: Connect calling / called party Transfer button：Transfer reDIRects a connected call. Redial button: To dial the last number.
12		light : It will flash if a call come in It will become red if you want to dail a phone number.
13		Blf button： You can set four type on blf . there are speed dial, Asterisk BLF,Speed Dial Prefix, DTMF.

Understanding Phone Screen Features

This is what your main phone screen might look like:

Figure 3.3 102 SERIES Phone LCD



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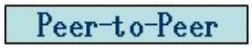
	Screen displays	Functions
1	Date	Show current date（You can set with different sources，the more *7. Web Setting*)
2	Time	Show current time（You can set with different sources，the more *7. Web Setting*)
3	Line status	Show the phone line status: 1) : Disconnect into network. 2)  : Only Peer-to-Peer call. 3) : Network connected normal, but the line is not successfully registered. 4) : Network is OK and the line is available. 5) : Line is turned on DND.

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4. Basic Call Handling

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your system administrator for more information.
Note: The bold type of the following text in table signifies the phone's button.

Placing a Call

Here are some easy ways to place a call on 102 SERIES IP Phone:

<table>
<tr><th>If you want to...</th><th colspan="2">Then…</th></tr>
<tr><td>Place a call using the handset</td><td>Pick up the handset</td><td rowspan="2">--1) You can hear dial tone;
--2) Enter a number;
--3) Press # button (default),
-or wait 5s (default), then it send the number automatically.</td></tr>
<tr><td>Place a call using a speakerphone</td><td>Press Speaker button</td></tr>
<tr><td>Redial</td><td colspan="2">-- press Navigation button-Right (in Standby interface) > “Dialed ”, select a number, and press Select .</td></tr>
<tr><td>Dial from a call log</td><td colspan="2">--1) Press MENU or OK button > “Calls ”, you can select “Missed calls”, “Received calls” and “Dialed numbers”,
- or press Navigation button (in Standby interface) > select “Missed ” (down), “Received ” (left) and “numbers” (right));
--2) Then press Select .</td></tr>
</table>

Tips
• You can dial on-hook, without a dial tone (pre-dial). To pre-dial, enter a number, and then go off-hook by lifting the handset or pressing **Headset** or **Speaker** button.

Answering a Call

You can answer a call by simply lifting the handset, or you can use other options if they are available on 102 SERIES.

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<table>
<tr><th>If you want to...</th><th colspan="2">Then...</th></tr>
<tr><td>Answer with a handset</td><td rowspan="2">--1) Your phone ring;
--2) Light strip is Red and flashing;</td><td>--Pick up the handset</td></tr>
<tr><td>Answer with the speakerphone (Non-headset mode)</td><td>--Press Speaker button</td></tr>
<tr><td>Auto-answer</td><td colspan="2">--1) Press MENU or OK button > “Functions ” > “Auto answer”;
--2) Select “Enable”;
--3) Your phone answers incoming calls automatically after a few rings.</td></tr>
</table>

Tips

• Your system administrator configures Auto-answer to use either the speakerphone or a headset. You might use Auto-answer if you receive a high volume of incoming calls.

Ending a Call

To end a call, hang up. Here are some more details.

If you want to...	Then...
Hang up while using the Handset	-- Return the handset to its cradle
Hang up while using the speakerphone	-- Press **Speaker** button
Hang up while using the Headset	--Press **Handset** button, （Do not keep the headset mode)

Using Hold and Resume (Switch Calling Line)

You can hold and resume calls.

If you want to...	Then...

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Put a call on hold	Press **HOLD** button
Resume a call	Press **line** button which you have on hold

Tips

• Engaging the Hold feature typically generates music or a beeping tone.

Transfer Calls

Transfer reDIRects a connected call. The target is the number to which you want to transfer the call.

If you want to...	Then...
Talk to the transfer recipient before transferring a call (consult transfer)	--1) Press **TRANSFER** button; --2) Enter number; --3) press "**#**"（default) , -or wait five seconds(default)then transfer the call
Transferred to idle lines or other numbers without talking to the transfer recipient (Blind transfer)	--1) Press **TRANSFER** button --2) Press **Blind**; --3) Enter number; --4) Press "**#**"（default) -or press **Send**, then transfer the call; -or wait five seconds(default)then transfer the call

Do Not Disturb

You can use the Do Not Disturb(DND) feature to block incoming calls on your phone with a busy tone（Can also be set to their voice mail or other extension numbers, etc.).

If you want to...	Then...
Enable DND on a line	--1) Press **MENU** or **OK** button > "Functions " > "DND" > (select line) "Enable" --2) All enabled line on the phone would changes to

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	status.
Disable DND	Press **MENU** or **OK** button > "Functions" > "DND" >(select line) "Disable"

3-way Conference

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

If you want to...	**Then...**
Invite the transfer recipient into a conference in a transferring	--1) When the transfer recipient answer the call, press **CONFERCENCE** button on your phone; --2) Then the held one, transfer recipient and you will be into a conference.
Invite the third party into a conference in a active call	--1) Press **CONFERENCE** button in an active call; --2) Enter the third party number; --3) After connected the third party, press **CONFERENCE** button again

Time & Date

If you want to...	**Then...**
Time & Date	--1) Press **MENU** or **OK** button > "Function setting" > "time & date", --2)you can select : SNTP: select "enable "to set parameter: time 、server 、daylight SIP server: select "enable " to set parameter: root can modify date . manual Settings: select "enable "to set parameter: date and time

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VOIP Call Forwarding

If you want to...	Then...
Unconditional transfer	--1) Press **MENU** or **OK** button > "Function setting" > "voip call forwarding"; --2)select "unconditional transfer", select enable. --3)input number which you want to transfer, when have a call in ,it will unconditional transfer.
Busy transfer	--1) Press **MENU** or **OK** button > "Function setting" > "voip call forwarding"; --2)select "busy transfer", select enable. --3) input number which you want to transfer, when have a call in conversation ,it will transfer.
No answer transfer	--1) Press **MENU** or **OK** button > "Function setting" > "voip call forwarding"; --2)select "no answer transfer", select enable. --3) input number which you want to transfer, when have a call in but you don't have time to answer ,it will transfer.

Diagnose

If you want to see the phone status,Press **MENU** button > "view status" ,or press **OK** button >

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“view status”, you can see the detail information of the phone.

If you want to	**Then.....**
Network	You can see the network detail information of the phone
Lines	You can see the SIP account
software	It include phone Mode、software version、kernel version、Upgrade date、Running time

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5. Advanced Call Handling

Using the Phone Book

You can store a large number of contacts in your phone's DIRectory. You can add, edit, delete, dial, or search for a contact in this DIRectory. However, it only can configure the phone book on web page in 102 SERIES. For details, you can refer to *7.Web Settings*.

However, you can dial from Phone Book on the phone after setting phone book on web page.

If you want to…	Then…
Add Contacts	--1) Press Phone Book, -or press **MENU** button > "Phone book">"Personal phone book>View All", -or press **OK** button > "Phone book">"Personal phone book>View All"; --2) Select "Add contact", press **OK** button; --3) Use the navigation keys to select content, press **OK** button to set and modify: -Name: set the name of contact, -NO.1-3: you can set up 3 contacts' numbers, -Group: the contacts be divided into different user's groups --4) Press **Save** soft key to complete
Add group	--1) Press DIR soft key, -or press **MENU** button > "Phone book">"Personal phone book>View All", -or press **OK** button > "Phone book">"Personal phone book>View All"; --2) Select the "add group" then press **OK** button; --3) Use the navigation keys to select content, press **OK** button to set and modify:

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	-Group name: name of the group --4) Press **Save** soft key to complete
Modify group	--1) Press DIR soft key, -or press **MENU** button > "Phone book">"Personal phone book>View All", -or press **OK** button > "Phone book">"Personal phone book>View All"; --2) Select the "Modify group" then press **OK** button ; --3) Select the group you want to modify, press the **OK** button to set and modify, press **Save** to save the change
Delete group	--1) Press DIR soft key, -or press **MENU** button > "Phone book">"Personal phone book>View All", -or press **OK** button > "Phone book">"Personal phone book>View All"; --2) Select the "Delete group" or **OK** button; --3) Select a group you want to delete, press **OK** button
View/Edit Contacts	--1) Press DIR soft key, -or press **MENU** button > "Phone book">"Personal phone book", -or press **OK** button > "Phone book">"Personal phone book"; --2) Select "View ALL", -or select a contact who are belong to different group; --3) Select the contact, press the **OK** button or Enter (to edit the contact's information, press **OK** button)
LDAP	--1) --1) Press DIR soft key, -or press **MENU** button > "Phone book" -or press **OK** button > "Phone book" --2)Select "LDAP", press the **OK** button. --3)Select "Search name->name", then input the name ,and press OK

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	or Del. --4)Select "Search number->Number", then input the number ,and press OK or Del. **Pay attention: before you use LDAP function, you need to configure LDAP rule in the web configure page.**
Call from phone book	--1) Press DIR soft key, -or press **MENU** button > "Phone book">"Personal phone book", -or press **OK** button > "Phone book">"Personal phone book"; --2) Select "View ALL", -or select a contact who are belong to different group; --3) Select a contact, then press Dial, (If there are multiple numbers of one contact, press Dial to enter the interface of "call options", select the one you want to call and press Dial)

Using Call Logs

Your phone maintains records of your missed, placed, and received calls.

If you want to…	Then…
View your call logs	--1) Press **MENU** button > "Calls > "Missed Calls", "Received Calls", or "Dialed numbers" --2) Use the navigation keys to view the call record information.
Dial from a call log	Please refer to the previous part *4.Basic call handing – Placing a call.*

Tips

• Each call log store up to 20 entries on 102 SERIES IP phone.

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6. Keypad Instruction

Series IP phones are can be configured in two ways. The first you can use the phone keypad where you can settings for you IP phones, the other you can log in to User Options web pages where you can settings for you IP phones.

Use phone keypad to setting. Press **MENU** or **OK** button to the main menu, Use the navigation keys to select menu, press **OK** button to confirm menu selections, press back button or cancel button to delete input information.

NOTEs: If the phone didn't have the MENU or other soft keys. Pls don't be your mind, because sometimes it only in other series, like 320/330 series etc. When you want to type "." in setting IP address with keypad, you can press * button.

SIP Account Settings

102 SERIES Series IP phone make calls based on sip accounts, 102 SERIES Series IP phones can support 2 independent SIP account, Each account can be configured to different SIP server.

If you want to…	Then...
Create an SIP account	--1) Select "Settings" > "Advanced settings"； --2) Enter the password required（The default is empty）； --3) Select "SIP" > "Account sip"； --4) Select one of the account you want to setting, you can configure the following parameters -**Enable account***: Select Enable -**Account Mode**: the type of account -**Display Name**: The name displayed on the screen -**User Name***: the account matched with the SIP server.（extension number) , -**Authen usr**: the Authenticated users matched with the SIP server.（The default With the same account) -**user pwd***: the user password matched with the SIP server -**Description**: description of this account, -**SIP1***: the primary SIP server, By default all calls through the

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	server, -**SIP2**: the secondary SIP , When the primary server is unavailable ,use the SIP server -**Refresh time**: Registration refresh interval, the minimum value is 20 The default value is 3600. -**Con type**: which protocol the phone used to send the voip packets -**Amount of used lines**: Maximum line are allowed to used --5) Set up the above parameters, select "Submit changes" to saves settings, Complete the account creation.
Disable sip account	--1) Select "Settings" > "Advanced setting"; --2) Enter the password required（The default is empty）; --3) Select "SIP" > "Account sip"; --4) Select "Enable account" > "Disable"; --5) Select "Submit changes" to saves settings

Network Setting

If you want to …	Then…
network setting	--1) Select "Settings" > "Advanced settings"; --2) Enter the password required（The default is empty）; --3) Select "Network", you can configure the following parameters: -**Type**: static IP 、 DHCP 、PPOE - **DNS1**: enter IP address of the primary DNS server - **DNS2**: enter IP address of the secondary DNS server -**Web port**: the default Web port is 80,if you change it(for example change it to 88),you must use IP and Web port to login the web page (for example http://192.168.0.200:88).It will take effect on next reboot. -**Telnet port**: the default Telnet port is 23, if you change it (for example change it to 2003), you must use IP and Telnet port to login the

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	manage page (for example telnet 192.168.0.200:2003).It will take effect on next reboot.

Load default settings

If you want to...	Then...
Load default settings	--1) Choose “System settings” > “Advanced settings”; --2) Enter the password required（The default is empty）; --3) Choose “load default settings ”,and press “**OK**”, then “**Reboot”** the phone.

Modify password

If you want to...	Then...
Modify password	-1) Choose “System settings” > “Advanced settings”; -2) Enter the password required（The default is empty）; --3) Choose “modify password ”,then input “old password ,new password to change “Advanced password” to login IP phone

Customizing Rings and Volume

If you want to…	Then…
Change the ring tone	--1) Select “Settings” > “Phone settings” > “Ring type”; --2) Press navigation to Select ring tone
Adjust the volume	--1) Select “Settings” > “Phone settings” > “Volume settings”

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level	--2) You can adjust the volume level of following types -**Ring volume**: Phone call ring volume, -**Handset volume**: Handle output volume, -**Handset mic volume**: Handle input volume, -**Speaker volume**: Hands-free speaker output volume, -**Speaker mic volume**: Hands-free input volume, -**Headset volume**: Headphone output volume, -**Headset mic volume**: Headset microphone input volume

WIFI setting(only WS102N has this item)

If you want to…	This…
Set WIFI	--1)Choose "System settings">"advanced settings">"advanced password:" --2) Press navigation to choose WIFI setting； --3） Press "ok" button -**Current site:** the wifi which the phone use now -**Site list**: where you can choose wifi --4） Press "site list", choose one wifi network which the phone searched **-SSID:** SSID name **-BSSID: the mac address of the WIFI network** **-Channel:the channel of the WIFI network use** **-Type:the type of the WIFI network** **-Encrypt:the encrypt of the WIFI network** **-Signal:the signal of the WIFI network** --5） Press "SSID",set WIFI which you choose **-Encryption: the encryption of the WIFI network** **-Key type: the key type of the WIFI network** **-Key: the password which you should set to allow yourself to enter the WIFI network**

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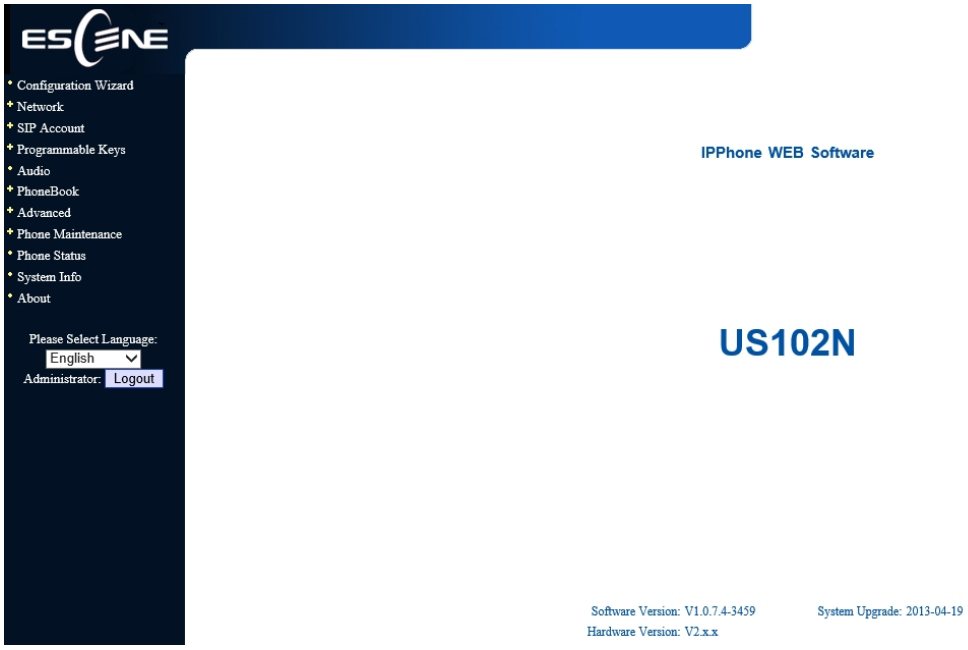
7. Web Settings

We can configure IP Phone more handy through web setting. Press OK button on the keypad of the phone to enter the status page and find out the IP address of IP phone. Enter it (for example http://192.168.0.200) into the address bar of web browser. The default login name and password are both “root”.



Config Guide

You can finish the base configration step-by-step by this guide.

When press ‘next’,you can configure the Network parameters for the phone,

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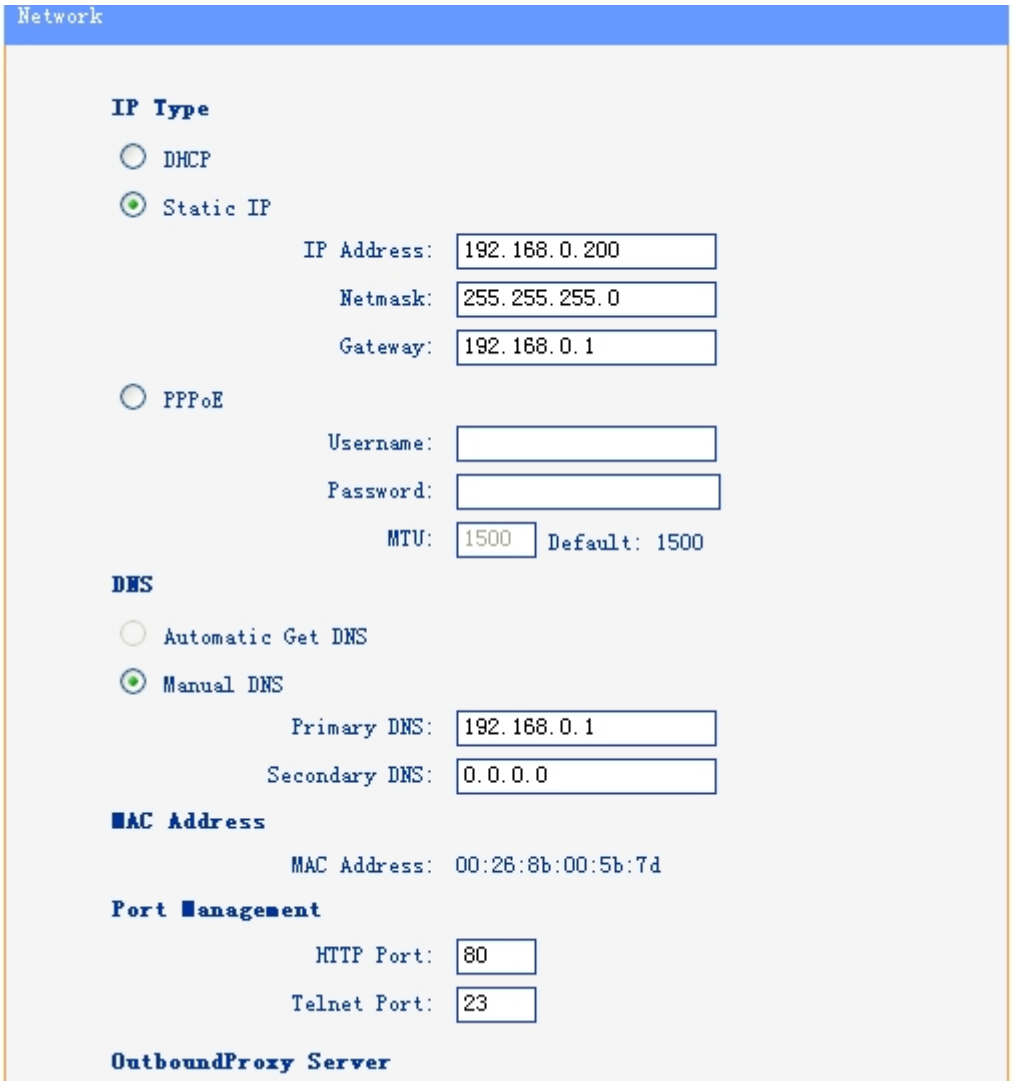
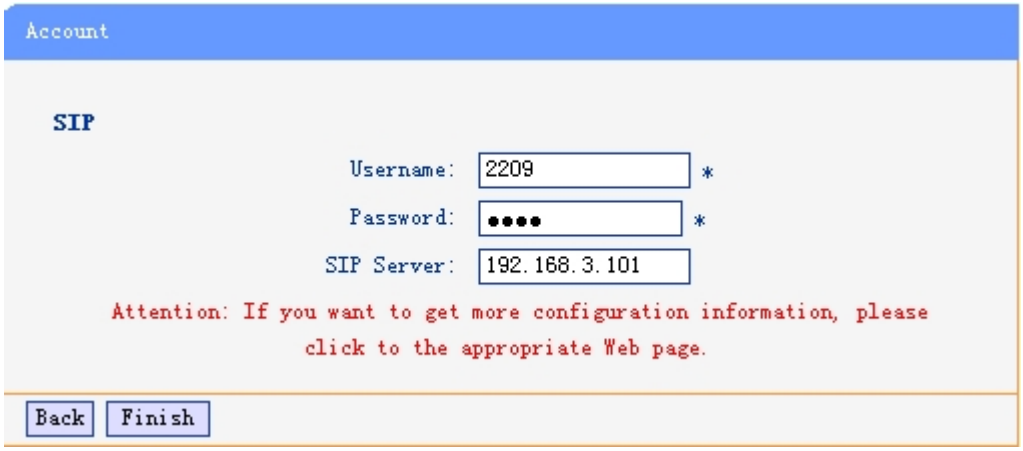


After config the network parameter,press next,then you can config sip account for the phone.



Press Finish, the base configuration of the phone is complete, now you can use the phone to call with sip.

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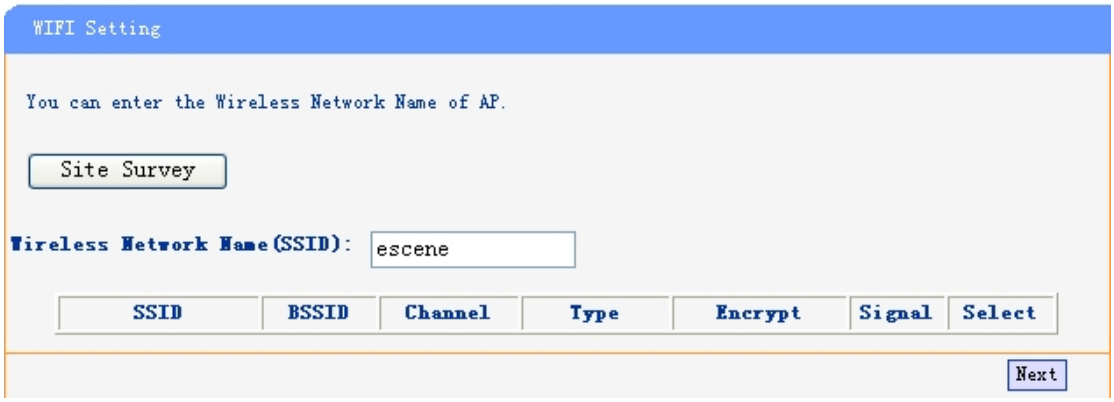
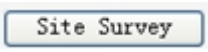
WIFI Setting(only WS102N has this item)

you can config the WIFI parameters for the phone on the web page.



If you want to search the site, you can click the 

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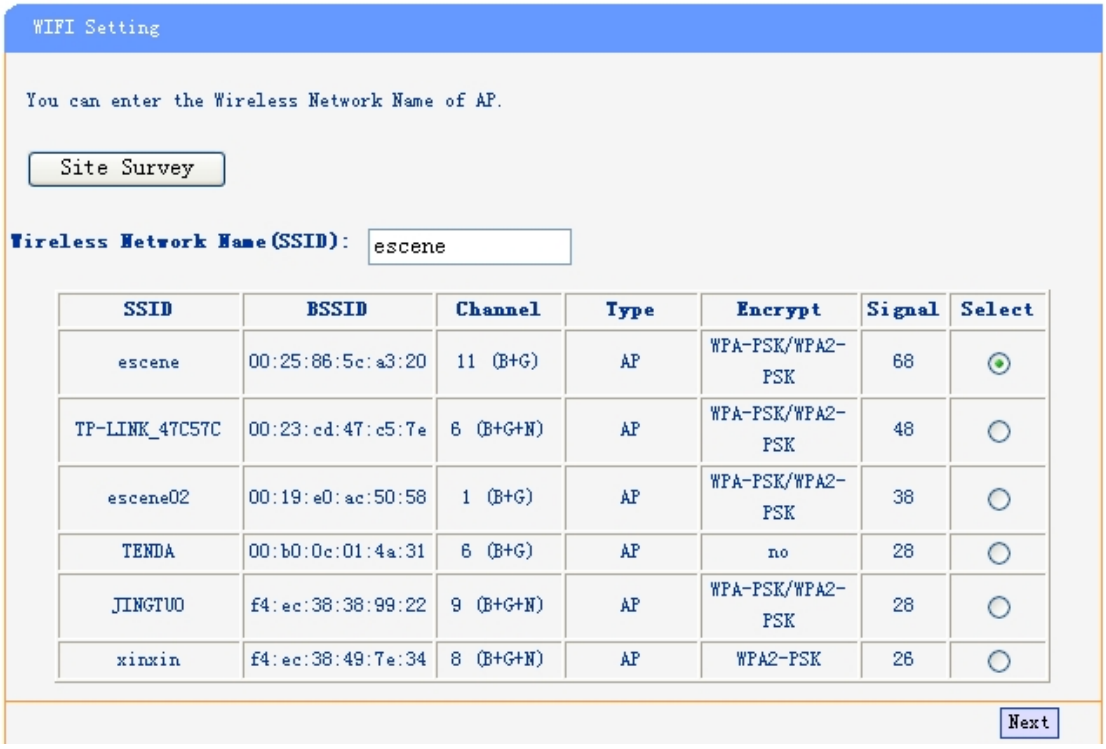

Choose anyone site and you will see,

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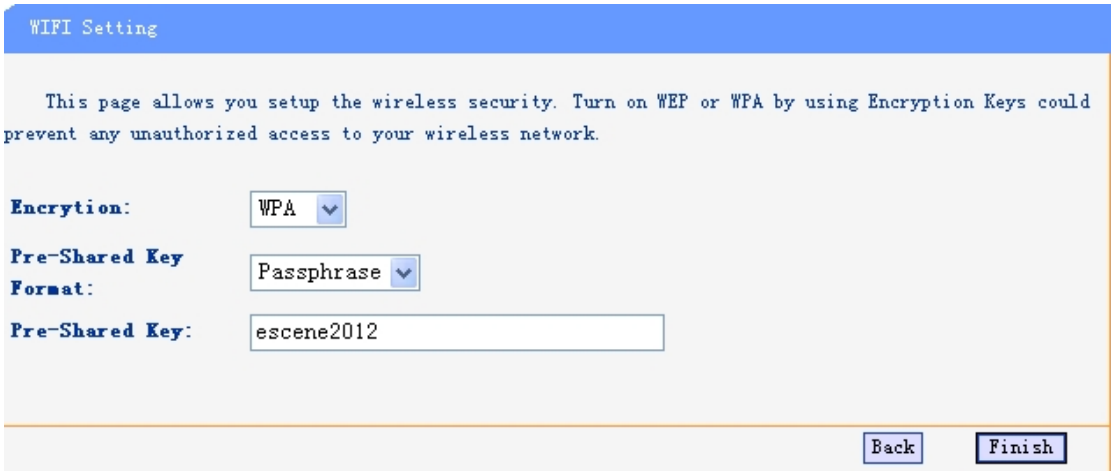

WIFI Status(only WS102N has this item)

You can know what the status of the WIFI from this function.

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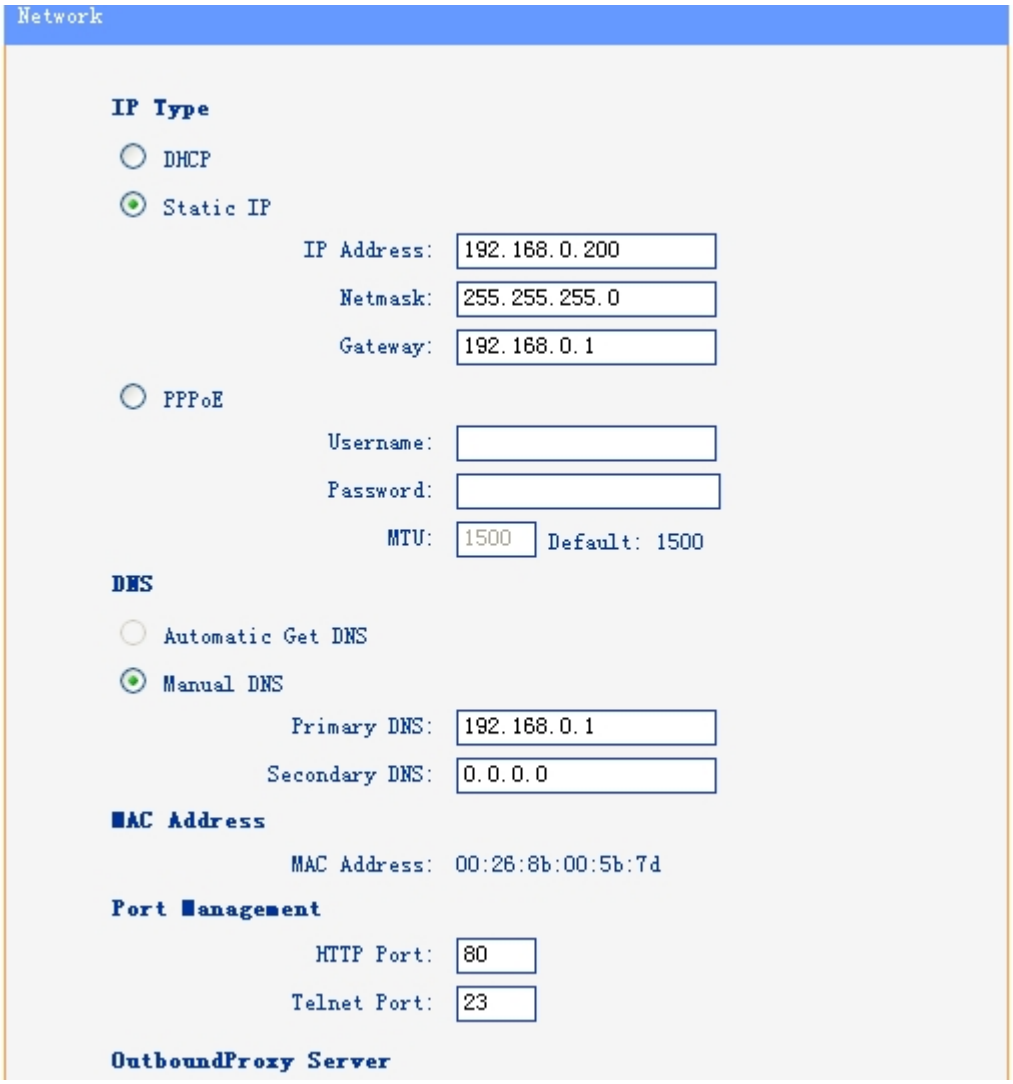
Network

You can config the network parameters for the phone on the web page.



Choose network, you will find the following parameters:

Field	Description
DHCP	Config the phone get ip info from DHCP server
IP Address	Config the ip manual for phone
Netmask	Config the netmask manual for phone
Gateway	Config the gateway manual for phone
Username (pppoe)	The pppoe username
Password (pppoe)	The pppoe password
MTU (pppoe)	The mtu for pppoe,default is 1500
Primary DNS	The primary DNS server
Secondary	The secondary DNS server
MAC Address	Display the MAC of the phone

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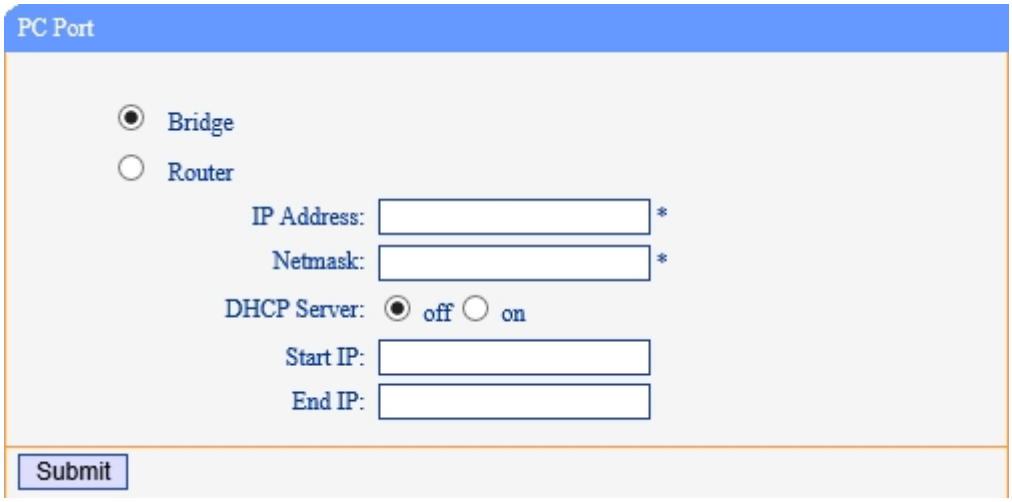
HTTP Port	The default web port is 80,if you change it(for example change it to88), You must use IP and Web port to login the web page(for example http://192.168.0.200:88). It will take effect on next reboot.
Telnet Port	the default Telnet port is 23,if you change it(for example change it to 2003),you must use IP and Telnet port to login the manage page (for example telnet 192.168.0.200:2003).It will take effect on next reboot.

PC Port

Normally choose Bridge, if you choose Router ,you need to input router IP address ,net mask. and also if you want to make a DHCP in this phone, you can follow the info and input the information.



SIP Account

The phone attempts to register to the SIP server using the account/registrar data provided by the automatic or manual initialization.

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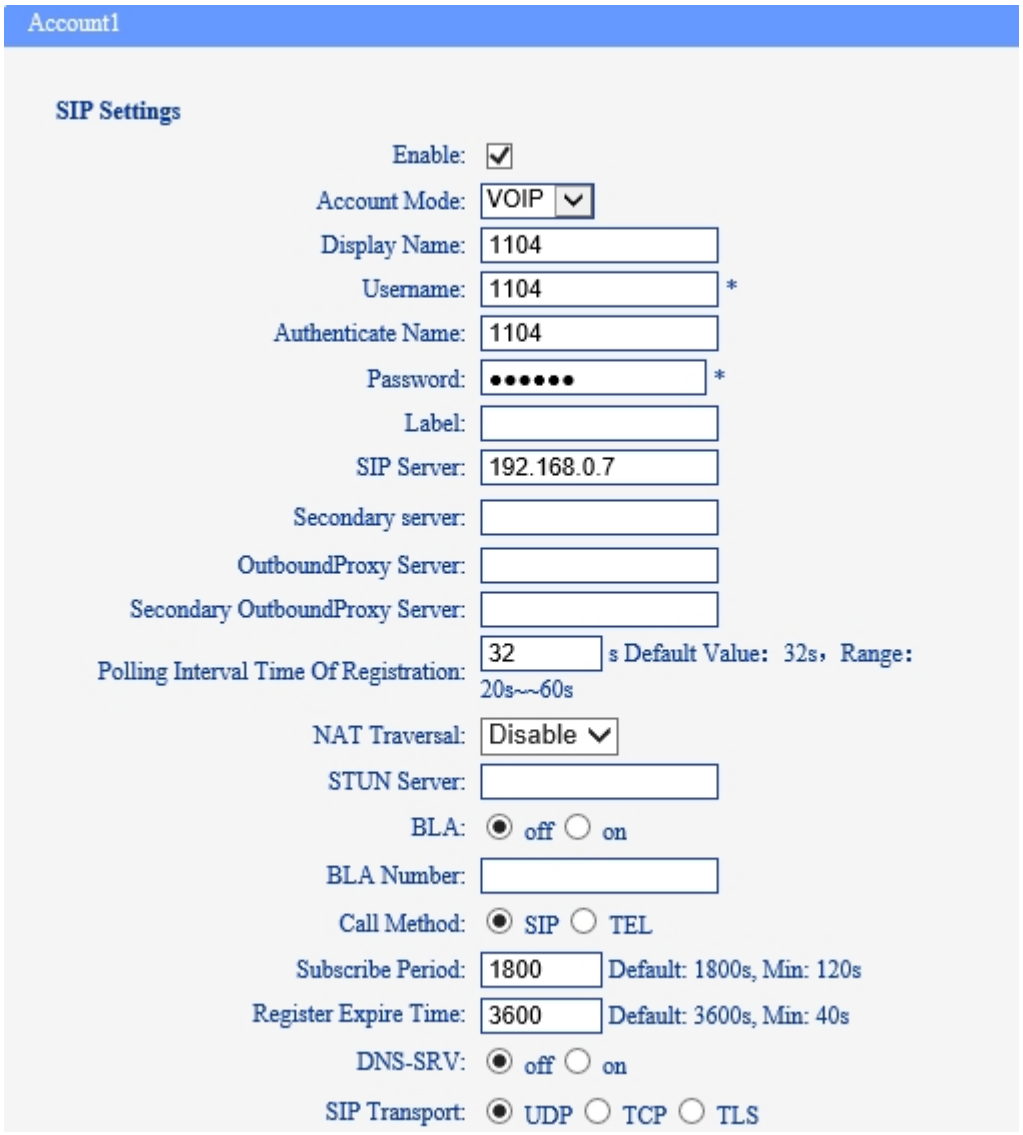

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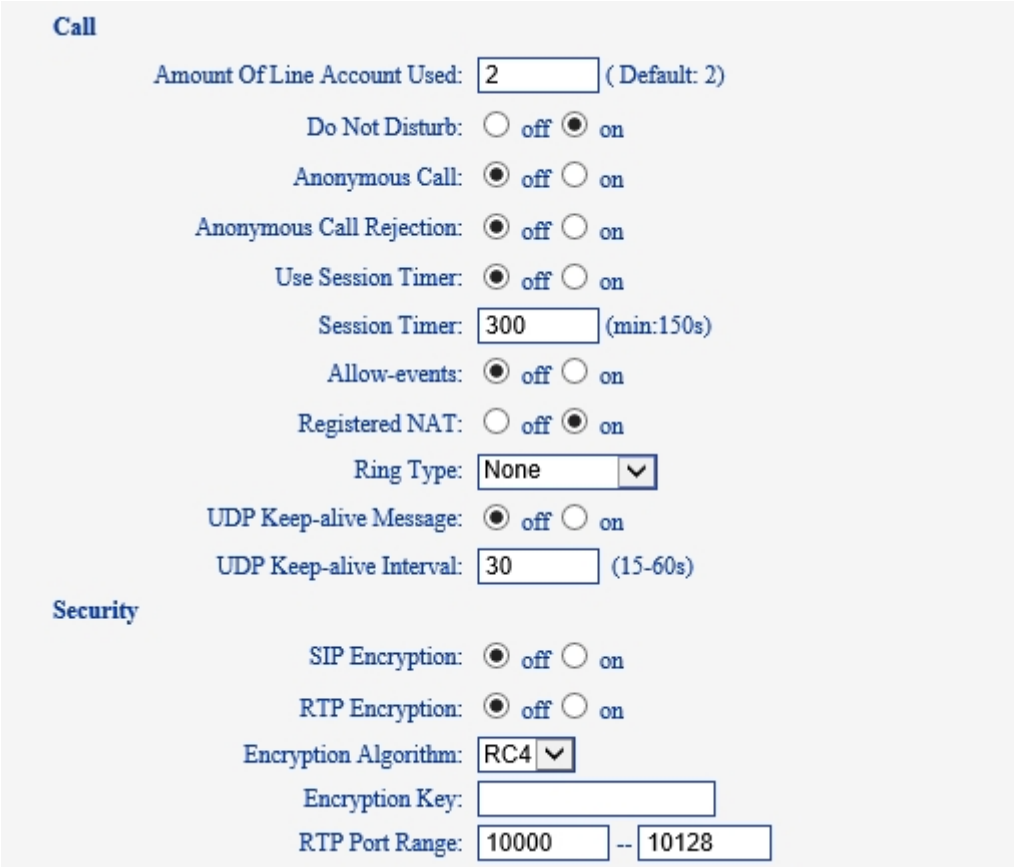
Call
Amount Of Line Account Used: 2 (Default: 2)
Do Not Disturb: off on
Anonymous Call: off on
Anonymous Call Rejection: off on
Use Session Timer: off on
Session Timer: 300 (min:150s)
Allow-events: off on
Registered NAT: off on
Ring Type: None
UDP Keep-alive Message: off on
UDP Keep-alive Interval: 30 (15-60s)
Security
SIP Encryption: off on
RTP Encryption: off on
Encryption Algorithm: RC4
Encryption Key:
RTP Port Range: 10000 -- 10128

Choose one Account, you will find the following parameters:

Field	Description
SIP Setting	
Enable	You can choose on/off to enable/disable the line.
Account Mode	You can choose VOIP/PSTN, but this model un-support PSTN, If you want to, Pls contact us or buy another model.
Display Name	It is showed as Caller ID when making a phone call
Username	It is a username provide by SIP Server
Authenticate Name	It is authenticated ID for authentication
Password	It is a password provide by SIP Server
Label	Label with this account.
SIP Server	Server for registration, provided by administrator
Secondary server	When the main server can't work, it also can register in this secondary server.
Outbound Proxy Server	Put into the address with the outbound proxy server.
Secondary Outbound Proxy Server	When the main out bound server can't work, it also can use this secondary server.
Poling Interval Time Of Registration	Poling Interval Time Of Registration, default is 32 s.
NAT Traversal	Defines the STUN server will be active or not

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STUN Server	Session traversal utilities for NAT.
BLA	Share with the line.
BLA Number	BLA Number
Call Method	This method include SIP and TEL.
Subscribe Period	Subscribe expire time.
Register Expire Time	IP phone automatically registered every time
DNS-SRV	Enable/Disable DNS-SRV.
SIP Transport	There are UDP/TCP/TLS three options
Call	
Amount Of Line Account Used	The line key of account used, default is 2
Do Not Disturb	Enable/Disable Do Not Disturb
Anonymous Call Rejection	Enable/Disable anonymous call.
Use Session Timer	Enable/Disable refresh session function. The device will send an Invite packet to refresh the session during a call if it enable.
Session Timer	The refresh session time interval.
Allow-events	Enable/Disable Allow-events.
Registered NAT	Enable/Disable Registered to NAT
Ring Type	Set ringing type for current account.
UDP Keep-alive Message	The phone periodically sends a UDP packet to keep the port active and to avoid the server to shut down the port
UDP Keep-alive Interval	Default is 30 second.
Security	
SIP Encryption	Enable/Disable SIP encryption.
RTP Encryption	Enable/Disable RTP encryption.
Encryption Algorithm	The encryption algorithm at this time we only have RC4.
Encryption Key	The key with encryption.
RTP Port Range	The port range with RTP.

Programmable Keys

Memory Keys: You can select the features what you want to. It can help you quickly to dial or operating. These features include Speed Dial/ Speed Dial Prefix/ DTMF/ BLF/ BLA/ Paging/ Call Park/ Intercom.

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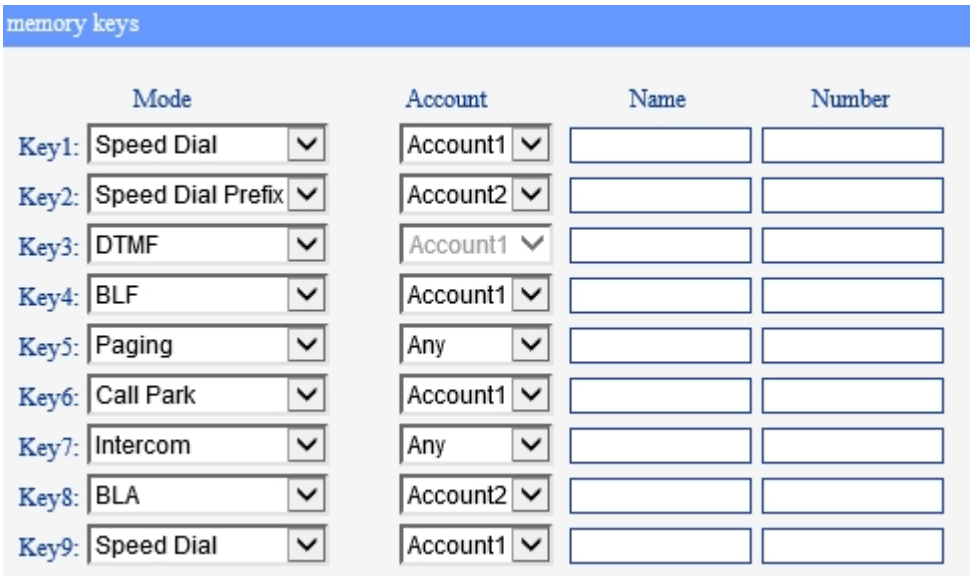
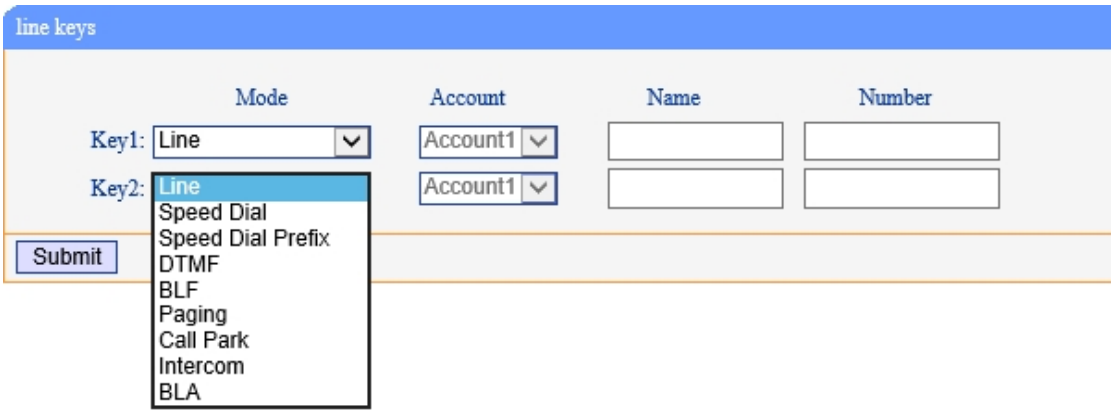


Line Keys: If you do not need more of the lines to use. you can change it to other features, like Speed Dial/ Speed Dial Prefix/ DTMF/ BLF/ BLA/ Paging/ Call Park/ Intercom.



Function Keys: If you do not like the default setting with the function keys feature. You can change it options to what you like or normal use.

NOTE: IF THE PHONE WITHOUT THE KEY, YOU DO NOT NEED TO SET THE KEY.

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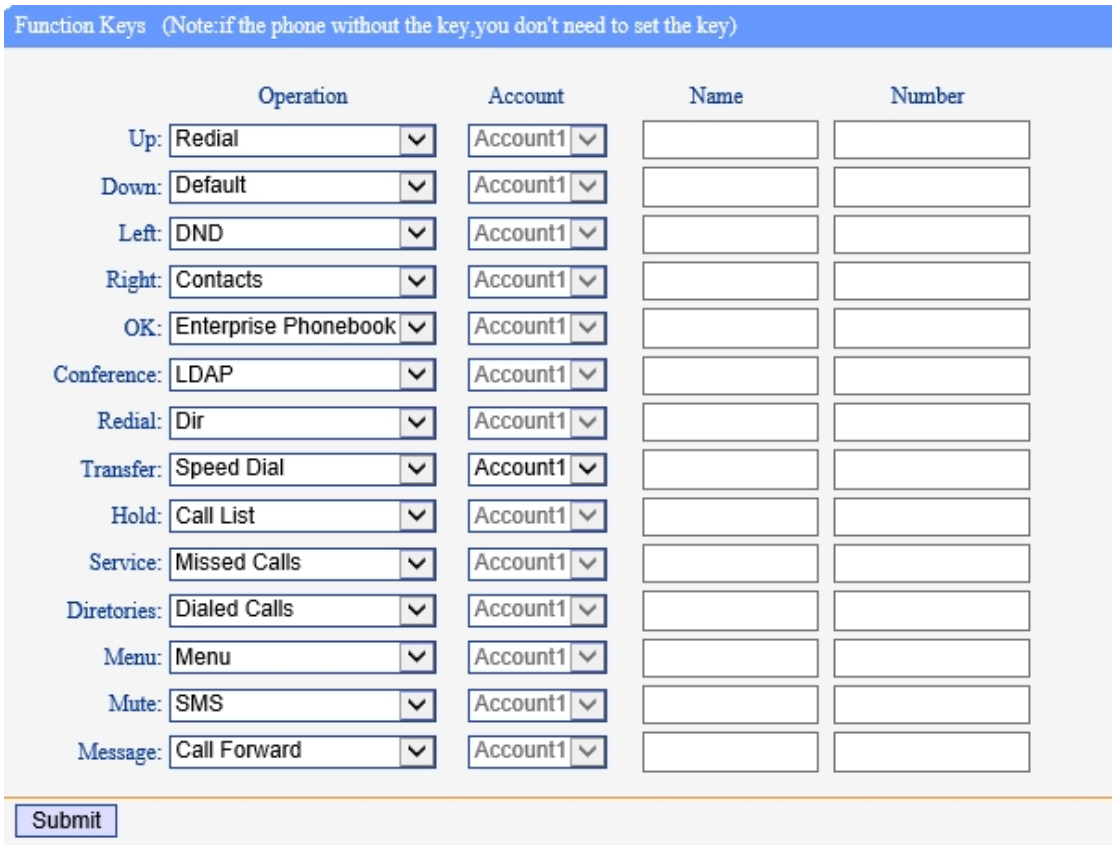
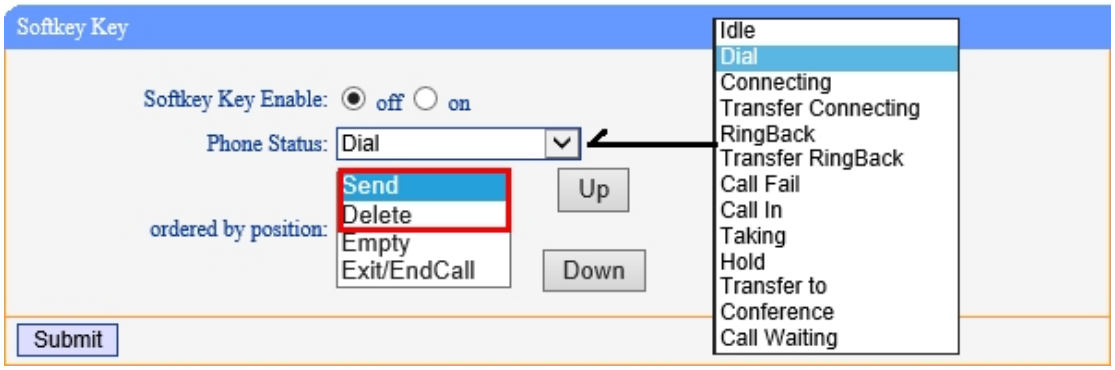


Soft Keys: Soft keys is the key with below display in the LCD. You can change it for your mind to the other features in many all kinds of status.

NOTE: In this US Series, it just have two soft keys, so it only can work with one and two feature. The three and four is other Series IP phone, e.g. ES320N/ES330N etc.



Audio

The IP phone supports the following voice codecs: G.722, G.711A, G.711U, G.723, and G.729A.

You can enable/disable the desired codecs via Web interface. Please contact your system administrator for more details about the codecs.

To enable/disable the codecs:

1) Choose Audio-> Audio Codecs

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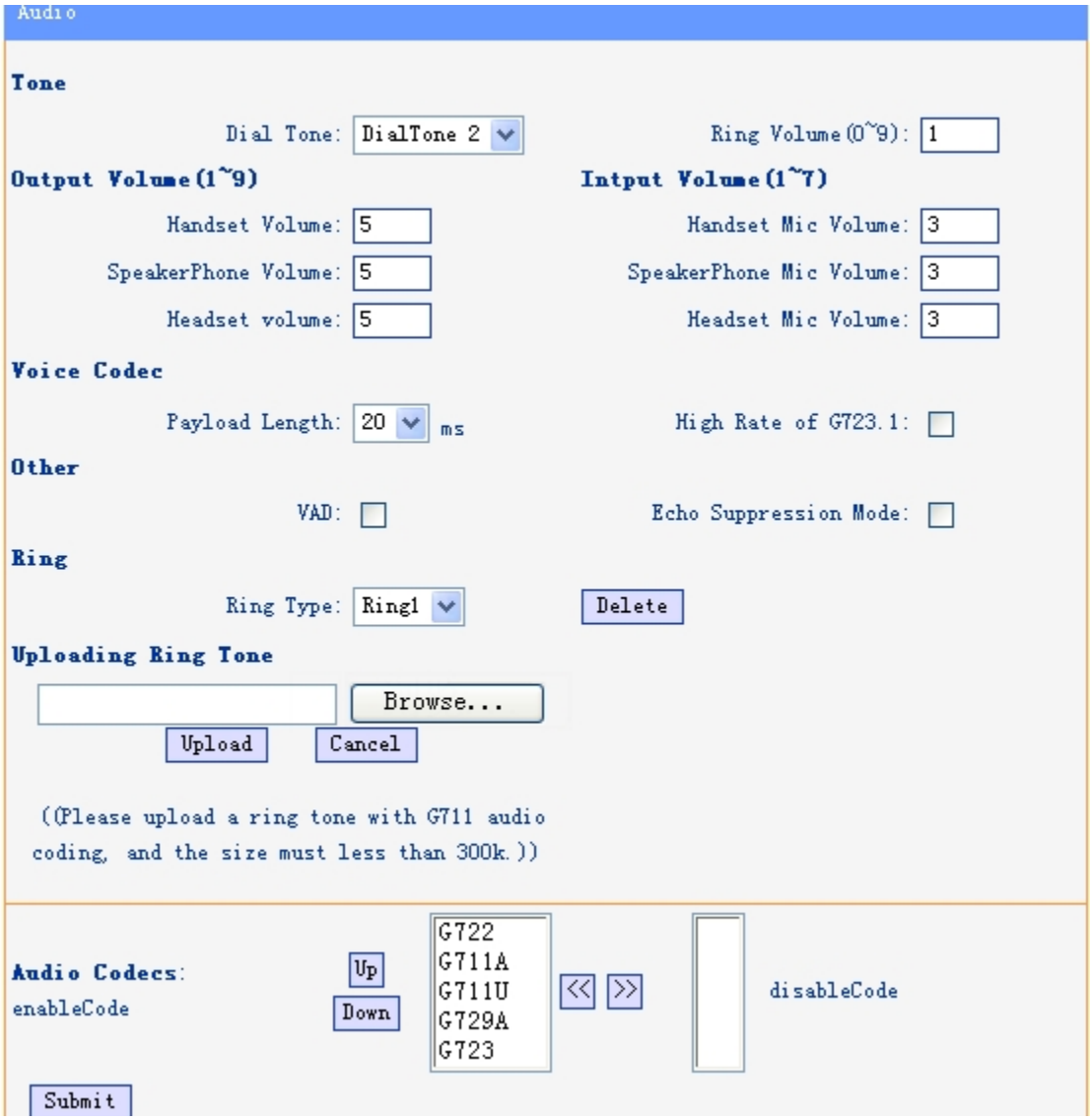

2) Use the navigation keys to highlight the desired one in the Enabled/Disable Codecs list, and press the >> / << to move to the other list.

3) Choose Submit to save the change.

Of course, you can control the voice bulk in this choose.

Phone Book

Group

You can add, edit and delete group in a phone book on web page of 102 SERIES.

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1) Click “PhoneBook” > “Group”,

Group
Click the groupname you can modify or delete the member of the group
ID
Operation
Group Name
Group Member
Description
Attention: If you Click 'Delete Group' or 'Delete All Group', the member of group can not within a group, please click the group and delete the group.
Add Group
Delete All Group

If you want to add a Group, you just ought to click ‘Add Group’ .

You can edit an existed Group by click .

You can delete an existed Group by click , if you want to delete all Groups, you just ought to click ’Delete All Group’.

2) When you add a group or edit an existed group, you can set several parameters as follow:

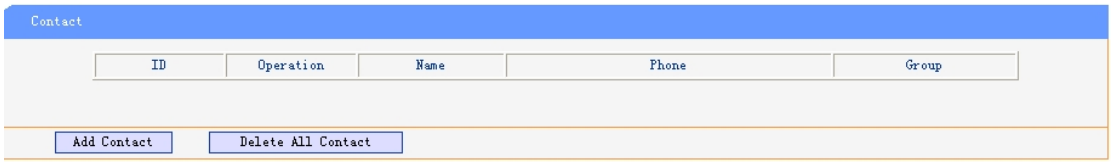
Group	
ID	Serial number of a group
Description	Description of a group
Group Name	Name of a group

Contact

You can add, edit and delete contact in a phone book on web page of 102 SERIES.

The phonebook can storage 300 contact entry.

1) Click “PhoneBook” > “Contact”,



If you want to add a Group, you just ought to click ‘Add Contact’.

You can edit an existed Contact by click .

You can delete an existed Contact by click , if you want to delete all Contacts, you just ought to click ’Delete All Contact’.

2) When you add a Contact or edit an existed Contact, you can set several parameters as follow:

Contact	
Serial Number	Serial number of a contact
First Name	The First Name of a contact
Last Name	The Last Name of a contact

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Mobile Number	The Number1 phone number of a contact
Office Number	The Number2 phone number of a contact
OtherNumber	The Number3 phone number of a contact
Group	You can assign a contact to a specific group. If there isn't any group set on the phone, the group is None by default.
Account	Select a SIP account relating this contact, that is you can dial to the contact from this SIP account.

LDAP

1).Overview

LDAP stands for Lightweight DIRectory Access Protocol which is a client-server protocol for accessing a DIRectory service. LDAP lets you locate organizations, individuals, and other resources such as files and devices in a network, whether on the Internet or on a corporate intranet, and whether or not you know the domain name, IP address, or geographic whereabouts.

An LDAP DIRectory can be distributed among many servers on a network, then replicated and synchronized regularly.

2).Configuration

Please note that LDAP Phonebook support on ES620\ES410\ES330\ES320\ES310\ES210, the version must be V2.2.3.1-2210 and higher, then access to the web "PhoneBook>LDAP page, you can find the configured option is like following picture. the detail configure in the appendix.

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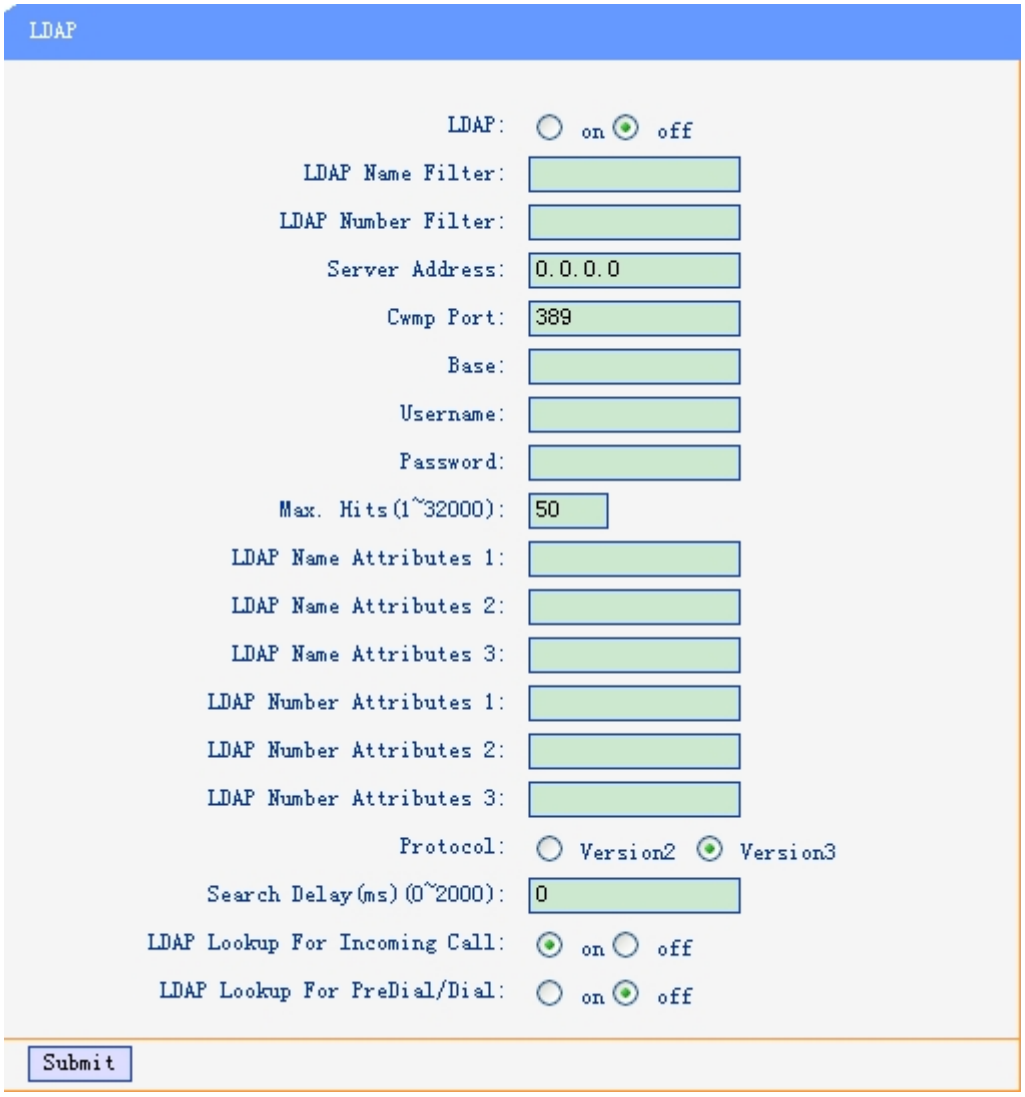

BanList

You can add, edit and delete banlist in a phone book on web page of 102 SERIES..

1) Click “PhoneBook” > “BanList”,

If you want to add a BanList, you just ought to click ‘Add BanList’.

You can edit an existed BanList by click .

You can delete an existed BanList by click , if you want to delete all BanLists, you just ought to click ’Delete All BanList’.

2) When you add a BanList or edit an existed BanList, you can set several parameters as follow:

BanList	
Serial Number	Serial number of a BanList

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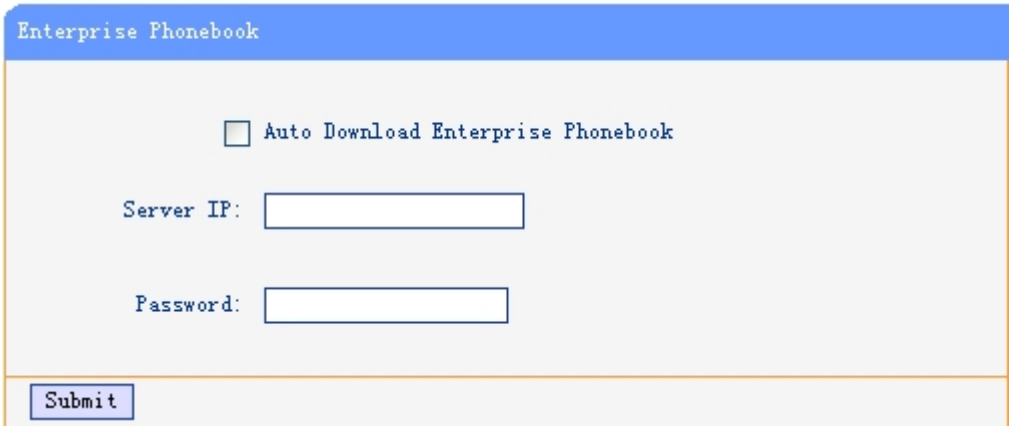
Description	Description of a BanList
First Name	The First Name of a ban contact
Last Name	The Last Name of a ban contact
Mobile Number	The number1 phone number of a ban contact
Home Number	The number2 phone number of a ban contact
Office Number	The number3 phone number of a ban contact
Account	Select a SIP account relating this ban contact, that is the ban contact can't dial to this SIP account.

Enterprise Phonebook

You can download Enterprise Phonebook from this web interface. But you should do second develop on the sip server to enable this function completely.
If the sip server no add some function to hold this option ,this option can be userd.



Advance

Phone Setting

You can use phone setting to set the time,qos,port Mirroring for the phone.

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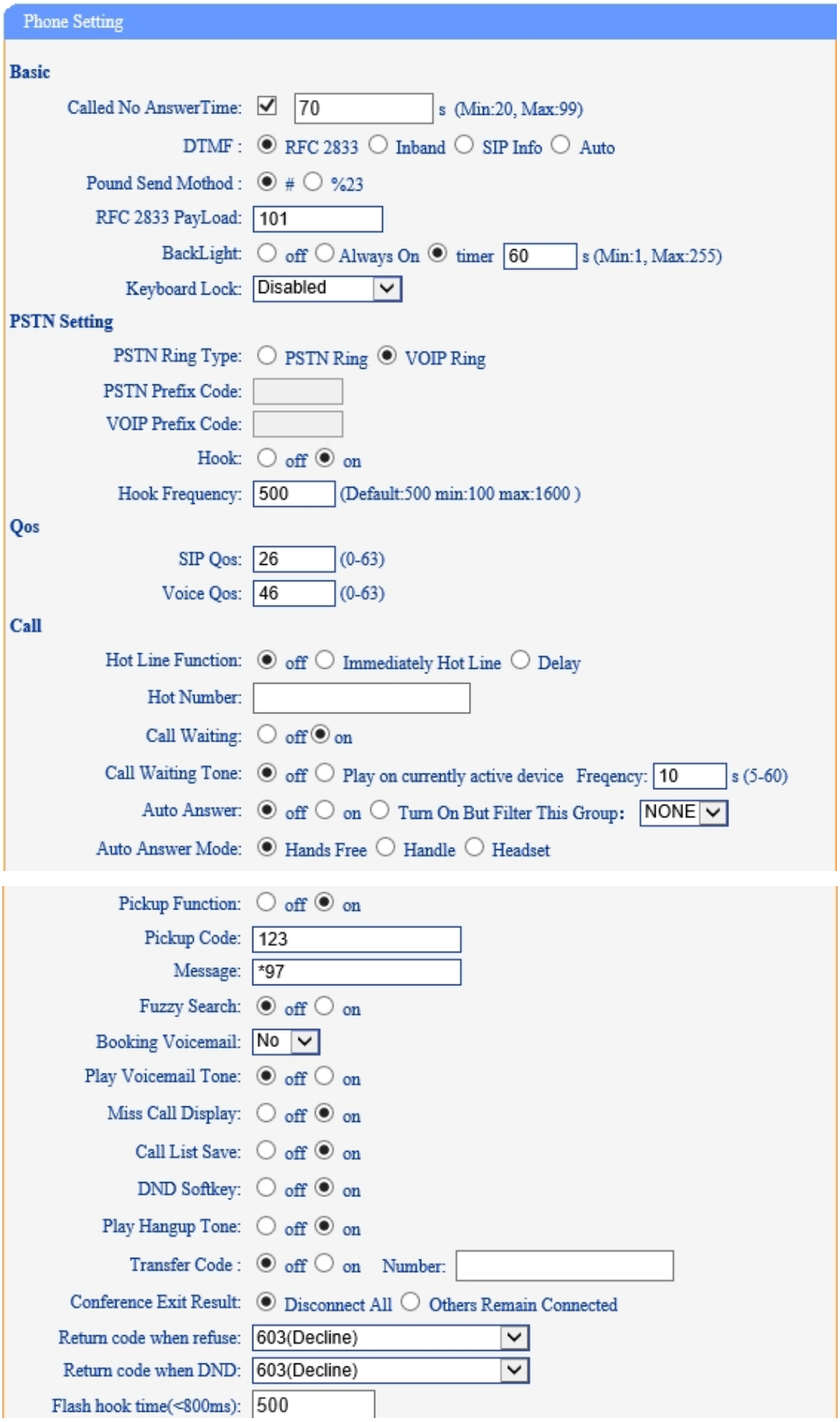
Phone Setting
Basic
Called No AnswerTime: 70 s (Min:20, Max:99)
DTMF : RFC 2833 Inband SIP Info Auto
Pound Send Mothod : # %23
RFC 2833 PayLoad: 101
BackLight: off Always On timer 60 s (Min:1, Max:255)
Keyboard Lock: Disabled
PSTN Setting
PSTN Ring Type: PSTN Ring VOIP Ring
PSTN Prefix Code:
VOIP Prefix Code:
Hook: off on
Hook Frequency: 500 (Default:500 min:100 max:1600)
Qos
SIP Qos: 26 (0-63)
Voice Qos: 46 (0-63)
Call
Hot Line Function: off Immediately Hot Line Delay
Hot Number:
Call Waiting: off on
Call Waiting Tone: off Play on currently active device Freqency: 10 s (5-60)
Auto Answer: off on Turn On But Filter This Group: NONE
Auto Answer Mode: Hands Free Handle Headset
Pickup Function: off on
Pickup Code: 123
Message: *97
Fuzzy Search: off on
Booking Voicemail: No
Play Voicemail Tone: off on
Miss Call Display: off on
Call List Save: off on
DND Softkey: off on
Play Hangup Tone: off on
Transfer Code : off on Number:
Conference Exit Result: Disconnect All Others Remain Connected
Return code when refuse: 603(Decline)
Return code when DND: 603(Decline)
Flash hook time(<800ms): 500

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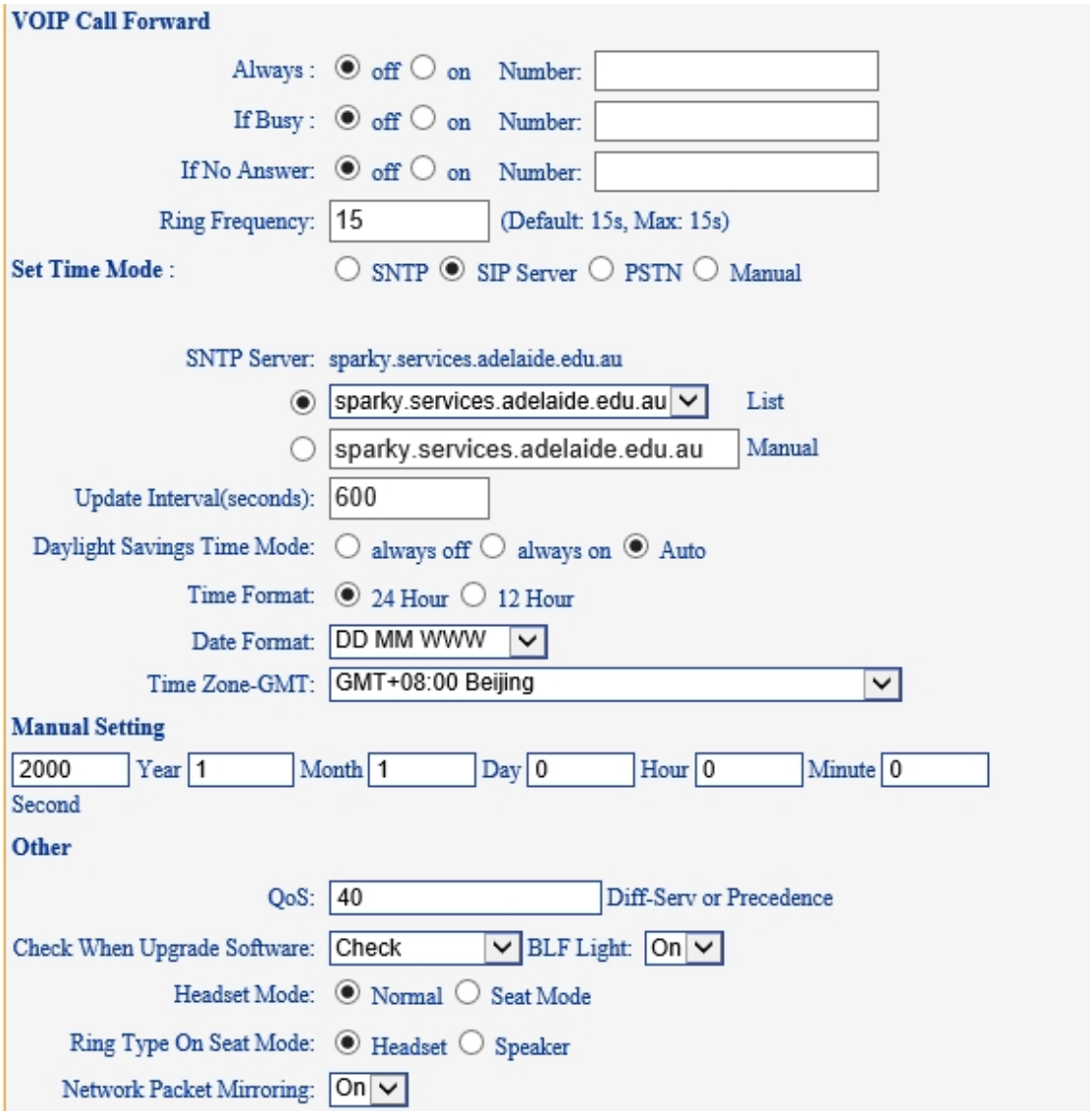
VOIP Call Forward
Always : off on Number:
If Busy : off on Number:
If No Answer: off on Number:
Ring Frequency: 15 (Default: 15s, Max: 15s)
Set Time Mode : SNTP SIP Server PSTN Manual
SNTP Server: sparky.services.adelaide.edu.au
sparky.services.adelaide.edu.au List
sparky.services.adelaide.edu.au Manual
Update Interval(seconds): 600
Daylight Savings Time Mode: always off always on Auto
Time Format: 24 Hour 12 Hour
Date Format: DD MM WWW
Time Zone-GMT: GMT+08:00 Beijing
Manual Setting
2000 Year 1 Month 1 Day 0 Hour 0 Minute 0
Second
Other
QoS: 40 Diff-Serv or Precedence
Check When Upgrade Software: Check BLF Light: On
Headset Mode: Normal Seat Mode
Ring Type On Seat Mode: Headset Speaker
Network Packet Mirroring: On

When used Phone Setting option, you can set several parameters as follow:

Phone Setting	
Basic	
Called No Answer Time	When it has coming call and enable this feature, the caller will be request time out in the stipulated time.
DTMF	The DTMF transmitted mode, include RFC2833,Inband,SIP Info, Auto
Pound Send Method	When you to use the code looks like #28#123 or %23123, you need to setting this feature.
RFC 2833 Pay Load	Default is 101, RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
Back Light	The backlight of the phone LCD
Key Board Lock	Lock with the phone LCD, when you enable the right password, it will auto disable this feature. if you want to use again, you need to open it again in the web management. Tips: the password is the same with the phone LCD. Default is empty. The Menu key can

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	open it. [Menu Key]: only lock the Menu function, others can normal work. [Function Keys]: include Menu/Redial/Transfer/Hold etc. you just can use the number keys and speaker key. [All keys]: as the name implies. [Lock & Answer]: Auto open Auto-answer and lock the keys,
PSTN Setting [If your phone does not support PSTN feature, you can ignore this option]	
PSTN Ring Type	You can set the ringing type use PSTN or VOIP.
PSTN Prefix Code	Input the prefix code with PSTN
VOIP Prefix Code	Input the prefix code with VOIP
Hook Frequency	Setting the frequency with hook.
QoS	
Sip QoS	The range is 0~63,default is 26
Voice QoS	The range is 0~63,default is 46
Call	
Hot Line Function	It include Immediately Hot Line and Delay Hot Line
Hot Number	Input the number what you want to.
Call Waiting	When someone is coming a call after the call is talking, the second call will be in the queue.
Call Waiting Tone	Select the frequency with the tone call waiting.
Auto Answer	Auto-answer the coming call, it also can set with group.
Auto Answer Mode	Include Hands Free / Handle / Headset.
Pickup Function	Someone can pickup you call when you talking with some body.
Pickup Code	The code with someone want to pickup your call.
Message	The code with voice message.
Fuzzy Search	Fuzzy search someone with the phone book in the idle.
Booking Voice Mail	Open this feature, the phone light(Message) will be bright when it get message.
Play Voice Mail Tone	Open this feature, it will be ringing when it get message.
Miss Call Display	Turn on or off the display with Miss call in the phone LCD.
Call List Save	Save the call list into the phone.
DND Soft key	Display or not in the LCD.
Play Hang up Tone	The tone with hang up in busy.
Transfer Code	The code with transfer.
Conference Exit Result	Conference originator hang up the phone, hang up two ways of it.
Return Code When Refuse	Select the code you want to with the server.
Return Code When DND	Select the code you want to with the server.
Flash hook time	The time with the flash hook.
VOIP Call Forward	
All ways	All ways transfer the call to others.

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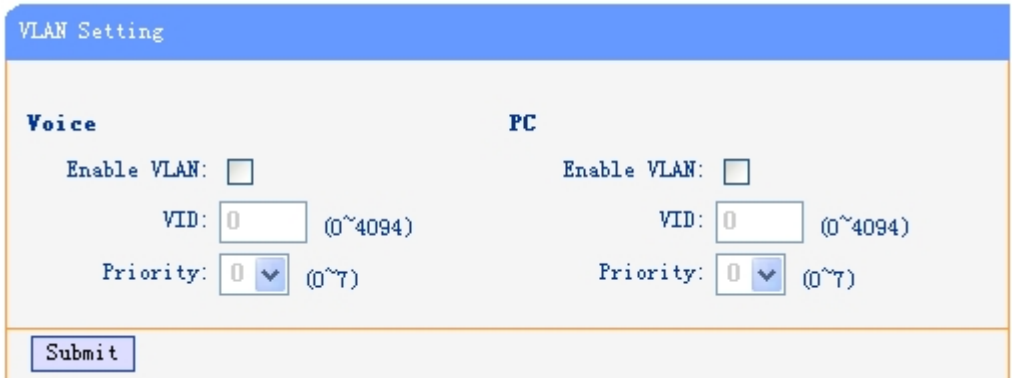
If busy	If the phone was busy working, the call will be transfer to others.
If No Answer	If the phone was no answer, the call will be transfer to others.
Ring Frequency	The ring frequency with the VOIP Call Forward.
Set Time Mode	
Set Time Mode	The mode of set time for phone,include SNTP/SIP Server/PSTN/Manual
SNTP Server	You can select in the list or input owner server address.
Update Interval	The update interval with SNTP.
Daylight Saving Time Mode	Enable/disable the DST for the phone
Time Format	You can use 24 hour time format or 12 hour time format
Date Format	Normal format with date you can select in the list.
Time Zone-GMT	You can select different time zone for the phone
Manual Setting	
Manual Setting	This used to manual set time for the phone
Other	
QoS	The QoS priority, support diff-server and precedence
Check When Upgrade Software	Checking the upgrade software with MD5.
BLF Light	The light switch with BLF.
Headset Mode	Select headset mode with normal or seat.
Ring Type On Seat Mode	Select ring type mode with headset or speaker.
Network Packet Mirroring	When select on, then you can capture the phone's packet use notebook which connect to pc port of the phone

VLAN Setting

You can add the phone and PC to different VLAN used VLAN Setting option.



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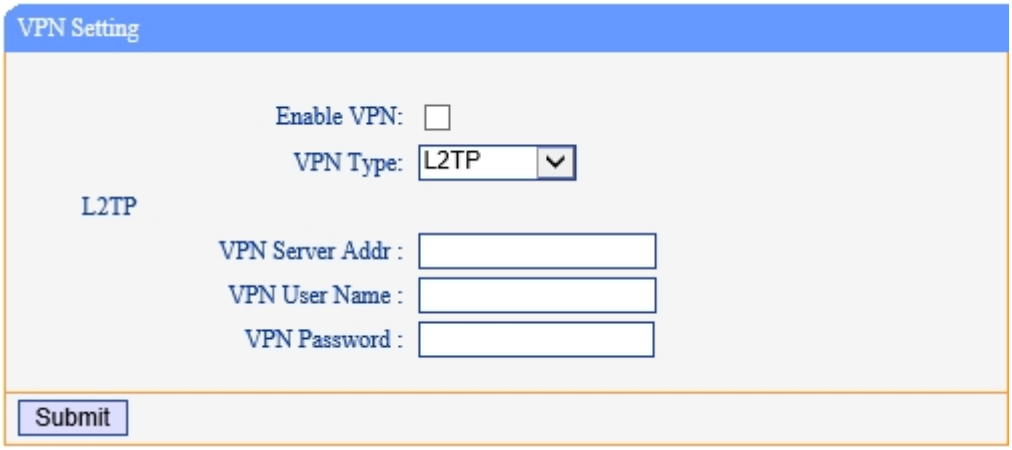
When used VLAN Setting option, you can set several parameters as follow:

VLAN Setting	
Enable VLAN	You can enable/disable vlan for phone and pc
VID [LAN/PC Port]	The VLAN you want the phone or pc to join

VPN Setting



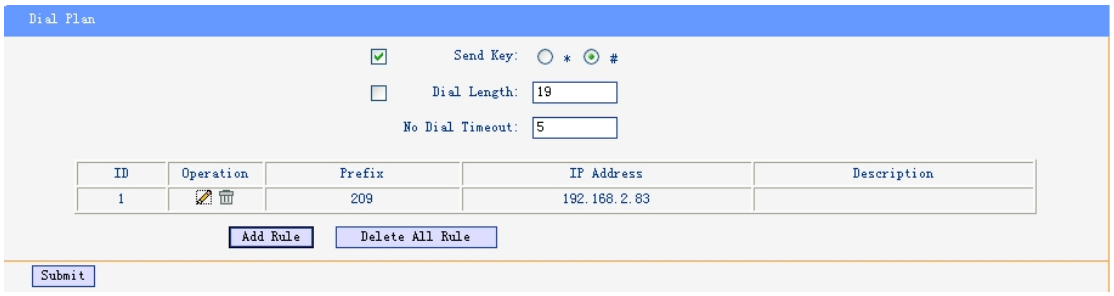
IF you need to setup a VPN Setting, you should fill below options.

When used VPN Setting option, you can set several parameters as follow:

VLAN Setting	
Enable VPN	You can enable/disable VPN for phone and pc
VPN Type:	There is one choose you can choice.
VPN Server Addr	VPN server's ip
VPN User Name	VPN user's name
VPN Password	A password be used for authentication

Dial Plan setting

If you want to setup a dial plan, you can click "Dial Plan".



Click "add rule" to entry this interface.

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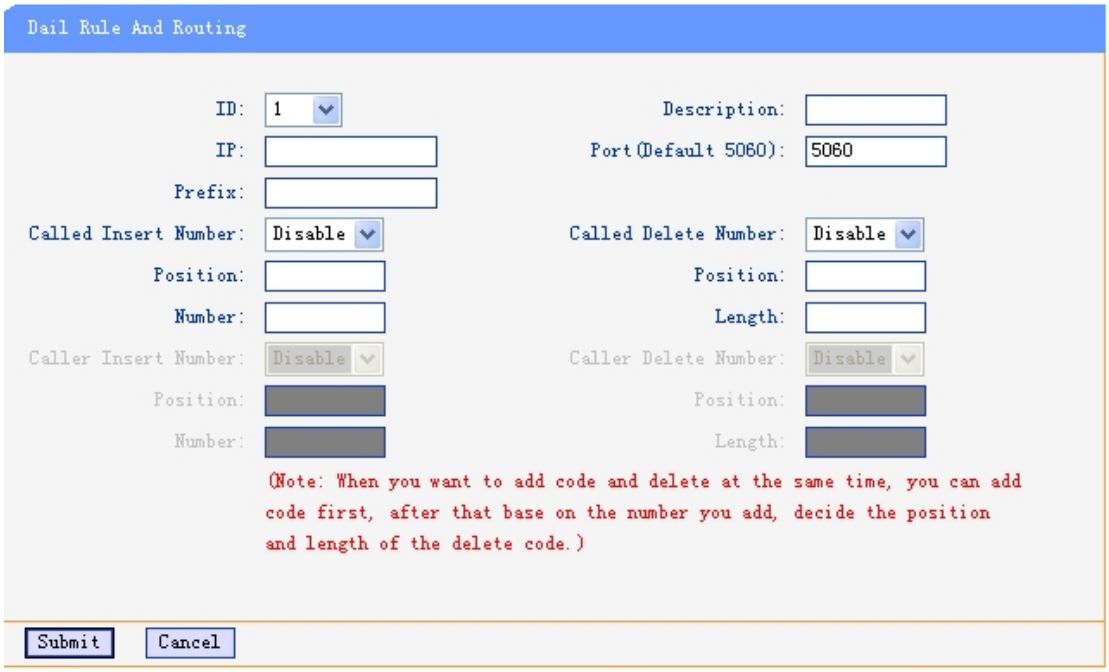
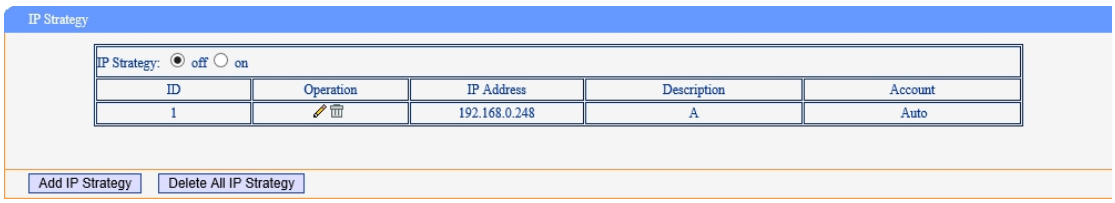


Dial Plan Setting	
ID	Dial Plan ID
IP	The ip of a phone which you want to call
prefix	The number which you need to press actually if you want to call the phone
Called Insert Number	There have two option, Enable or Disable.
Position	Which position you want insert the number
Number	What number you want to insert
Called Delete Number	There have two option, Enable or Disable.

(Note: When you want to add code and delete at the same time, you can add code first, after that base on the number you add, decide the position and length of the delete code.)

IP Strategy

You can use IP Strategy feature to make a list which line you want to allow make a call for your. e.g. As following picture you can see it has 192.168.0.248 in the list. When you open this feature. It means you just allow come from this IP address meeting



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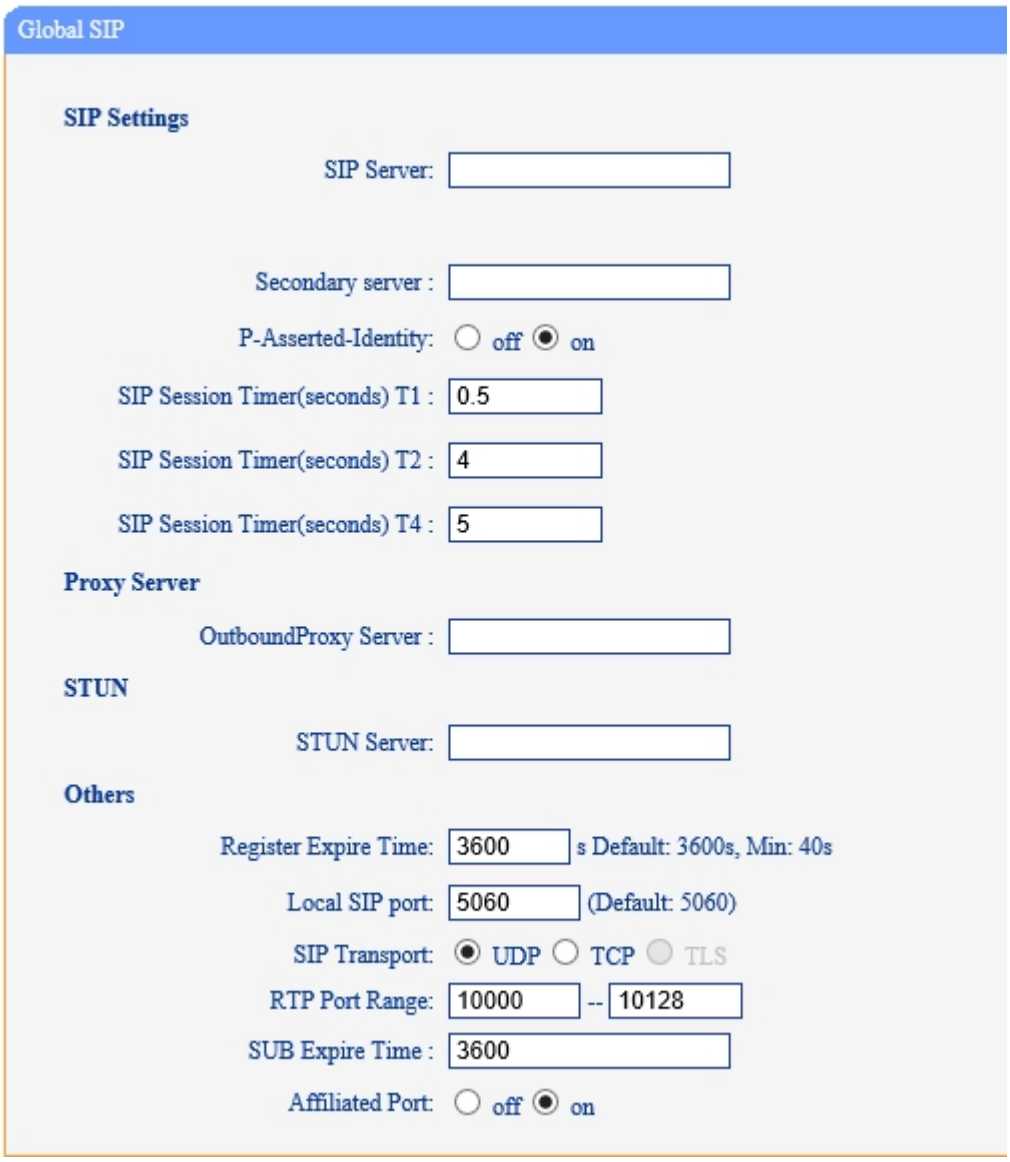
Global SIP

You also can setup the SIP server on Global SIP.



Phone Maintenance

Log

If you need to catch a debugging Level log, you need setup on this interface.

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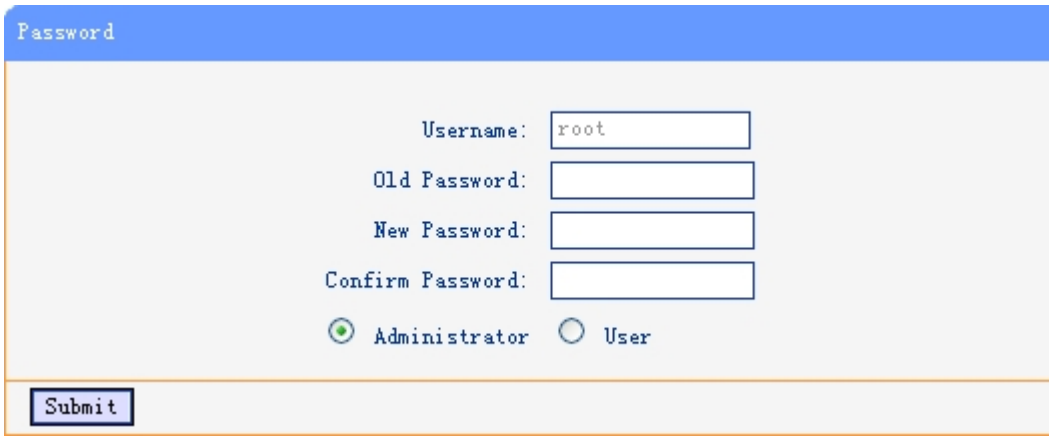
You can change the password used to login phone GUI in Password option.



In Password option, you can set several parameters as follow:

Password	
Username	The login username of the web page
Old Password	The old password used to login of the web page
New Password	The new password used to login of the web page
Confirm Password	The new password used to login of the web page
Administrator	Login phone web page used administrator privileged
User	Login phone web page used general user privileged

Default Setting

You can load the phone to the factory default setting in default setting option.

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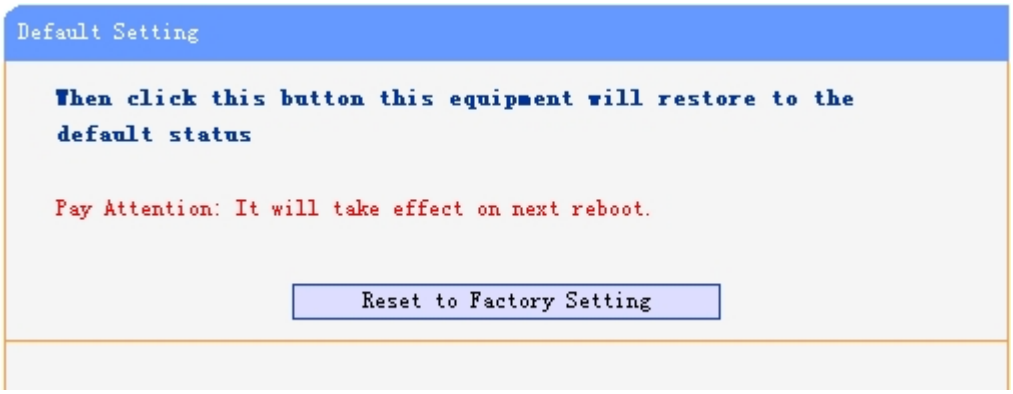
Default Setting
When click this button this equipment will restore to the default status
Pay Attention: It will take effect on next reboot.
Reset to Factory Setting

Press the 'Reset to Factory Setting' option, the phone will load to factory default setting on next reboot.

Auto Provision

When you open the auto provision function, the phone will auto provision if the phone detect a higher software or kernel which are put on the software server. The detail information about auto provision you can see the appendix.

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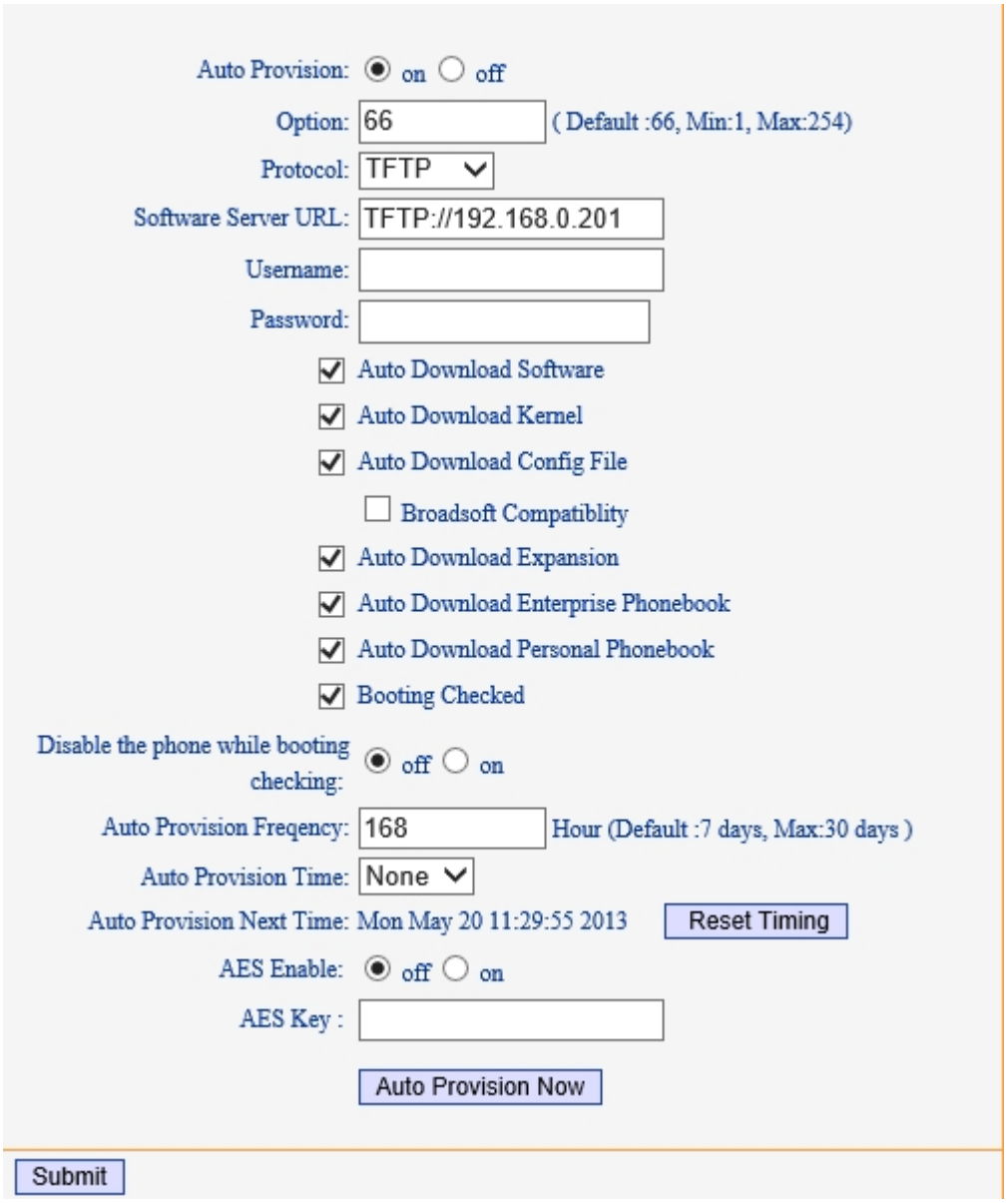
Auto Provision: on off
Option: 66 (Default :66, Min:1, Max:254)
Protocol: TFTP
Software Server URL: TFTP://192.168.0.201
Username:
Password:
Auto Download Software
Auto Download Kernel
Auto Download Config File
Broadsoft Compatiblity
Auto Download Expansion
Auto Download Enterprise Phonebook
Auto Download Personal Phonebook
Booting Checked
Disable the phone while booting checking: off on
Auto Provision Freqency: 168 Hour (Default :7 days, Max:30 days)
Auto Provision Time: None
Auto Provision Next Time: Mon May 20 11:29:55 2013 Reset Timing
AES Enable: off on
AES Key :
Auto Provision Now
Submit

When use auto provision, you can set several parameters as follow:

Auto Provision	
Auto Provision	You can enable/disable auto provision by select on/off
Protocol	The protocol use for auto provision, it include tftp/http/ftp
Software Server URL	The server address of the auto provision
Username	The username provide by provision server
Password	The password provide by provision server
Auto Download Software	This used to auto download software from server
Auto Download Kernel	This used to auto download kernel from server
Auto Download Config File	This used to auto download config file from server
Broadsoft Compatiblity	This used to compatible the broadsoft format's config file
Auto Download Expansion	Expansion must the phone support this feature. You can make sure or not the phone model is it support with "P", eg. ES320N-P
Auto Download Enterprise	This used to auto download Enterprise Phonebook from server

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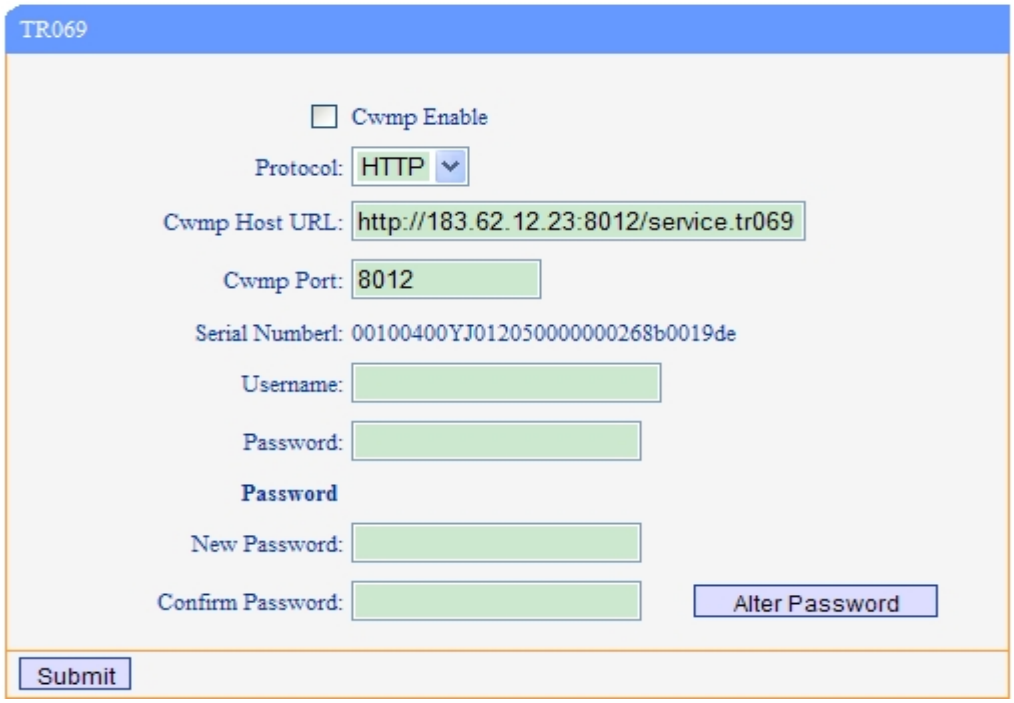
Phonebook	
Auto Download Personal Phonebook	This used to auto download personal phonebook from server
Booting Checked	This used to checked the auto provision when phone booting
Disable the phone while booting checking	Off or On
Auto Provision Frequency	This used to set the time interval for auto provision
Auto Provision Time	This used to the specific time for auto provision
Auto Provision Next Time	Reset the Auto Provision Next Upgrading time.
AES Enable	You can enable/disable AES encrypt for auto provision
AES Key	The key of the AES
Auto Provision Now	This used to do auto provision immediately

TR069

When the telegraphy want to test IMS, you can use this function.



FTP Upgrade

You can upgrade the software, kernel and configure file for the phone use ftp.

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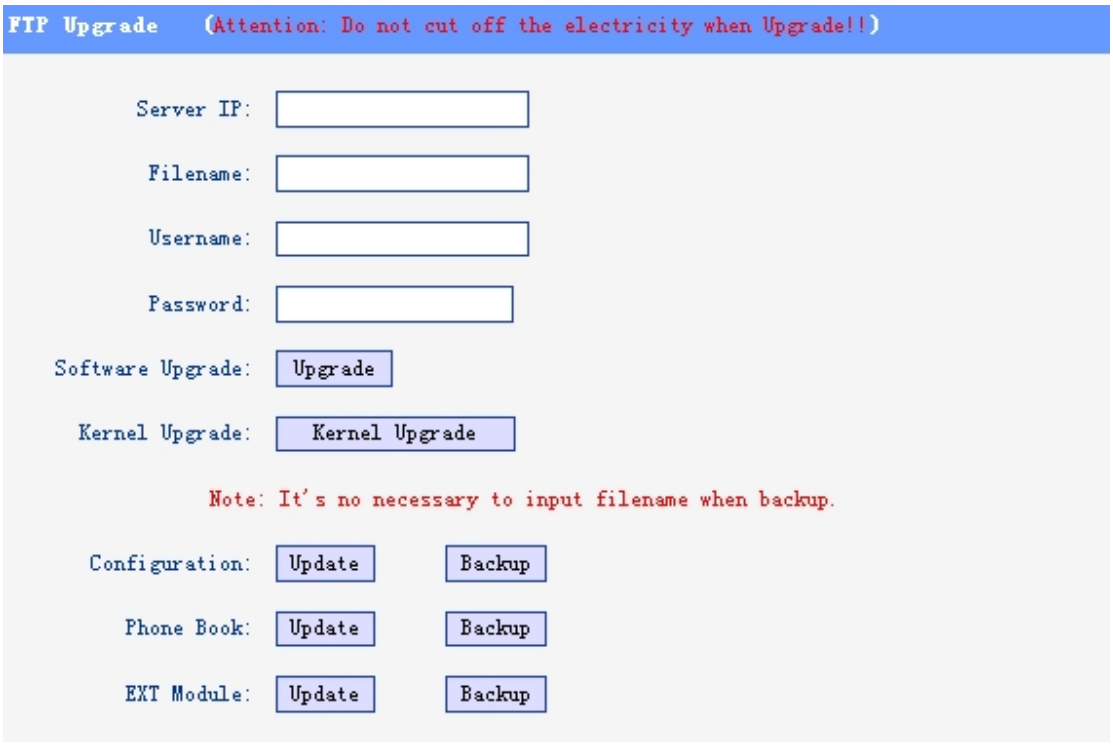

When use ftp upgrade, you can set several parameters as follow:

FTP Upgrade	
Server IP	The ip address of the ftp server
Filename	The name of the file want to download from ftp server
Username	The username provide by ftp server
Password	The password provide by ftp server
Software Upgrade	Used to upgrade the software of the phone
Kernel Upgrade	Used to upgrade the kernel of the phone
Configuration	You can used update/backup to update/backup the configure file of the phone
Phone Book	You can used update/backup to update/backup the phonebook of the phone
EXT Module	You can used update/backup to update/backup the expansion of the phone

TFTP Upgrade

You can upgrade the software, kernel and configure file for the phone use tftp.

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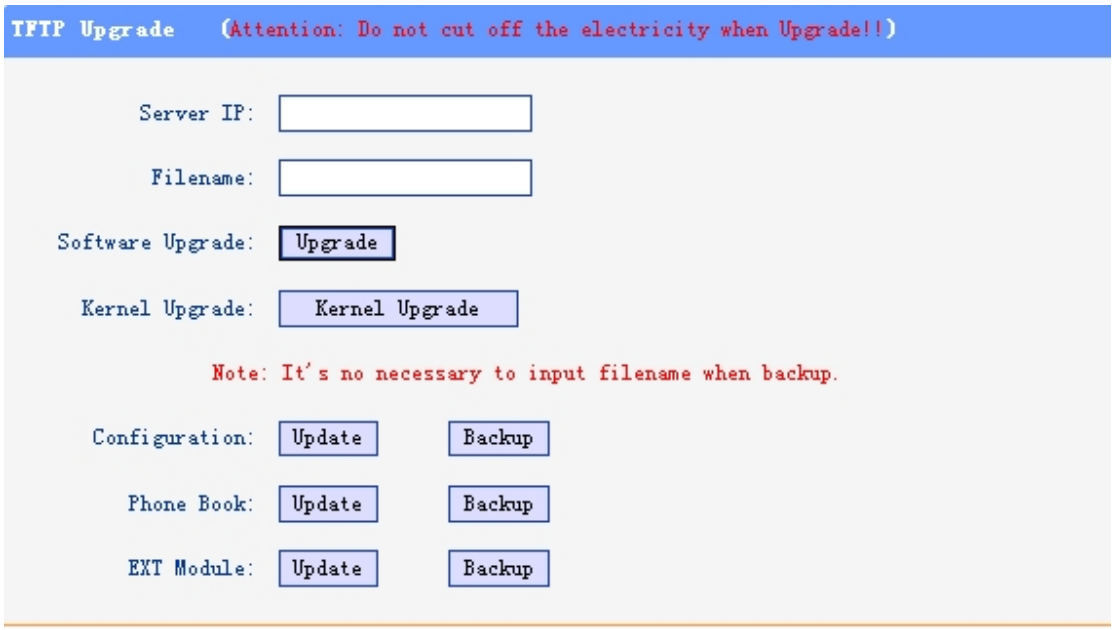

When use tftp upgrade, you can set several parameters as follow:

TFTP Upgrade	
Server IP	The ip address of the tftp server
Filename	The name of the file want to download from ftp server
Software Upgrade	Used to upgrade the software of the phone
Kernel Upgrade	Used to upgrade the kernel of the phone
Configuration	You can used update/backup to update/backup the configure file of the phone
Phone Book	You can used update/backup to update/backup the phonebook of the phone
EXT Module	You can used update/backup to update/backup the expansion of the phone

HTTP Upgrade

You can upgrade the software, kernel and configure file for the phone use http.

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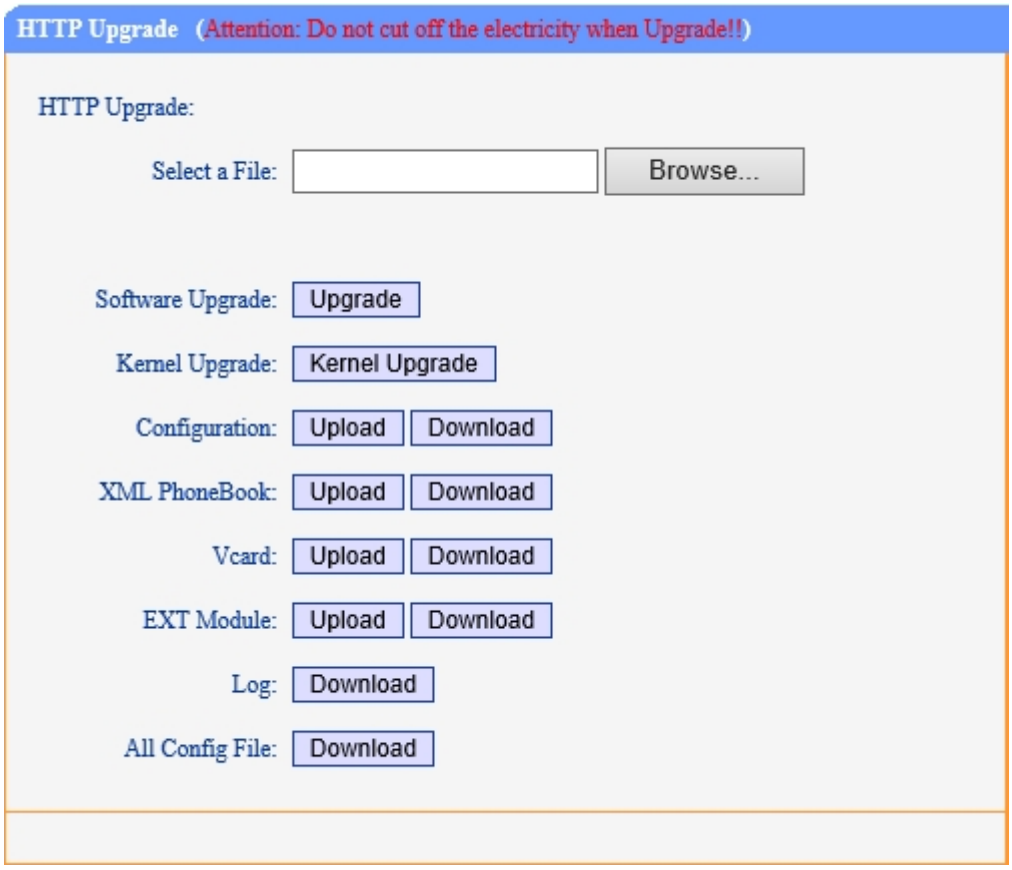

When use http upgrade, you can set several parameters as follow:

HTTP Upgrade	
Select a File	Browse the software/kernel/config file you want to upgrade from http
Software Upgrade	Used to upgrade the software of the phone
Kernel Upgrade	Used to upgrade the kernel of the phone
Configuration	You can used upload/download to upload/download the configure file of the phone
XML Phone Book	You can used upload/download to upload/download the phonebook of the phone
VCARD	One of the format with Phone book
EXT Module	You can used update/backup to update/backup the expansion of the phone
Log	Debugging with IP phone
All Config File	Include Phone Book/ Config / Extern / Log/ Enterprise Phone Book

Reboot

You can use reboot option to reboot the phone.

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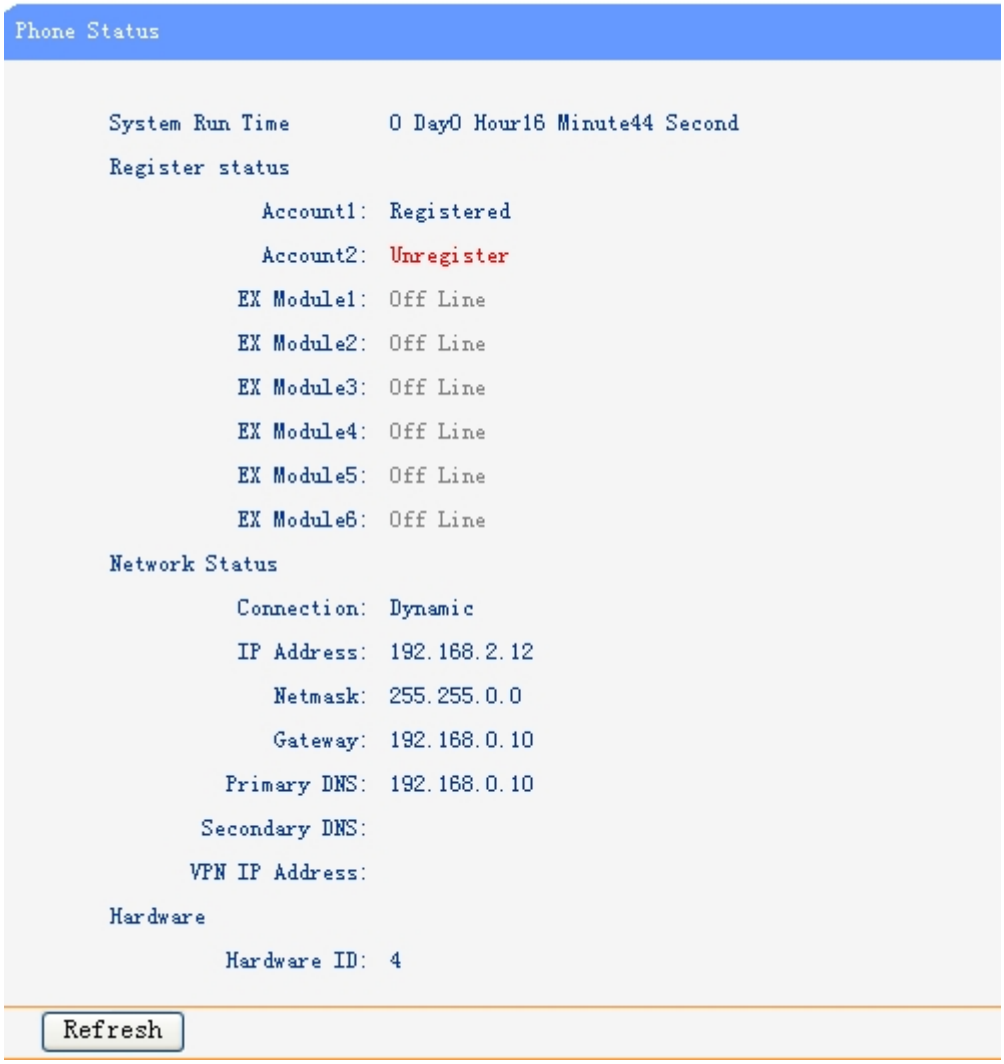
Reboot
Attention: When click this button this equipment will be reboot, web service will be interred, please connect again.
Reboot

When you press 'Reboot', the phone will reboot.

Phone Status

You can see the currently status of the phone when use Phone Status option.



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System Info

You can see the system information when used System Info option.

Attention:
On this interface ,you can see the software and kernel which we used for test and this user_manual is written base on this software and kernel.
This software version is V1.0.7.4-3459
This kernel version is v2.6.4

About

You can see the phone model when used About option.

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Appendix:

Configuration files on TFTP/HTTP/HTTPS/FTP Server

- **Name of configuration file:**

The configuration file on the provisioning server is named as the MAC address of IP phone itself. 102 SERIES IP phones support two different configuration files for auto-provision:

1. Normal Configuration file:

Normal Configuration file is the configuration file of your Alcatel-Lucent IP phone. You can download it from your phone (You can see the following chapter to see how to download a configuration file from Alcatel-Lucent IP hone) and modify by yourself. If the IP phone's MAC address is 00:11:22:33:44:55, the normal configuration file of it should be ***001122334455.xml***.

2. Broadsoft Configuration files:

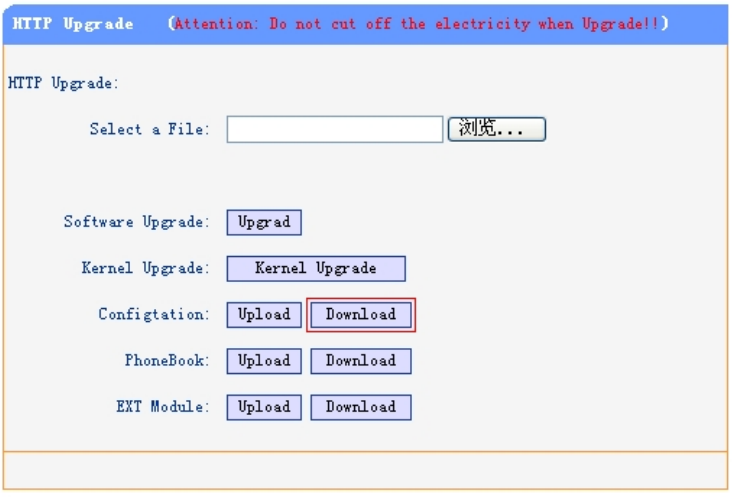
Broadsoft Configuration files support the format of Broadsoft IP-PBX. However, you can use them for provisioning. There are two files should be set on your provisioning server, they are also named by the MAC address of your phone

1) ***001122334455.cfg***: a configuration file for system settings, for example, network, audio and so on.
2) ***001122334455.txt***: a configuration file for SIP accounts.

- **Download a configuration file from your phone:**

You can download a configuration file from your phone by HTTP as follow:

1. Open the web page of your IP phone, click "Phone Maintenance">"HTTP Upgrade";
2. Then click "Download" of Configuration:



3. If you want to use this file to auto-provision, you just need to modify it by yourself and rename it to the MAC address of your IP Phone with .xml suffix.

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Extern.xml file on TFTP/HTTP/HTTPS/FTP Server

The Extern.xml includes the settings of programmable buttons on the phone and all Expansion Modules. All the phones can download the settings from a same file and they will have the same settings (for example, Speed-dial, BLF and so on).

You can't rename the file on the provisioning server. The file name is fixed to* ***Account1_Extern.xml**.(Account1 is the first account you register)*

Phonebook on TFTP/HTTP/HTTPS/FTP Server

Alcatel-Lucent IP phone supports Enterprise Phonebook and Personal Phonebook.

- **Enterprise Phonebook:**

Enterprise Phonebook is used for all staffs in your office. All phones will download a common phonebook for all staffs. The file's name must be ***Enterprise_Phonebook.xml*** on your provisioning server and you can not rename it.

- **Personal Phonebook:**

Personal Phonebook is individual for each IP phone. The file on your provisioning server is named by the first account of your IP phone. If the IP phone's first account is 1287, the Personal Phonebook of this phone is ***1287_Phonebook.xml***.

Automatic Provisioning using DHCP Option 66

The following steps will descript auto-provision by TFTP. You also can use HTTP and FTP for auto-provision with our phones.

DHCP Server: (Microsoft Windows 2003 server)

1. Start up the "DHCP Management Console";
2. Expand the DHCP scope which will contain the phones
3. Right-click on the "Scope Options" node
4. Select "Configure Options"
5. In the "General" tab, scroll down the list of options and identify the option labeled "066 Boot Server Host Name"
6. Enable the "066 Boot Server Host Name" and enter the string value according to the examples discussed previously

string value: 192.168.0.201(TFTP Server IP Address);

7. Click the "OK" button

IP Phone:

1. Input the IP Phone's IP Address in browser;
2. Enter user and password with "root" then open the web page;
3. Click "Phone Maintenance" and select "Auto Provision";

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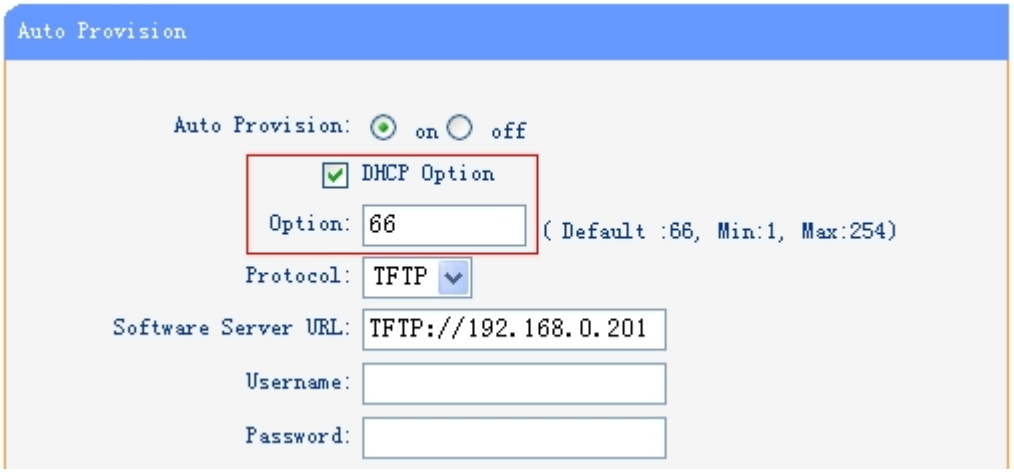
4. Select like as follows:



5. Click “Submit” to save it.

Auto-Provision via fixable TFTP/HTTP/HTTPS/FTP Server

IP Phone:

1. Input the IP Phone’s IP Address in browser;
2. Enter user and password with “root” then open the web page;
3. Click “Phone Maintenance” and select “Auto Provision”;
4. select like as follows:

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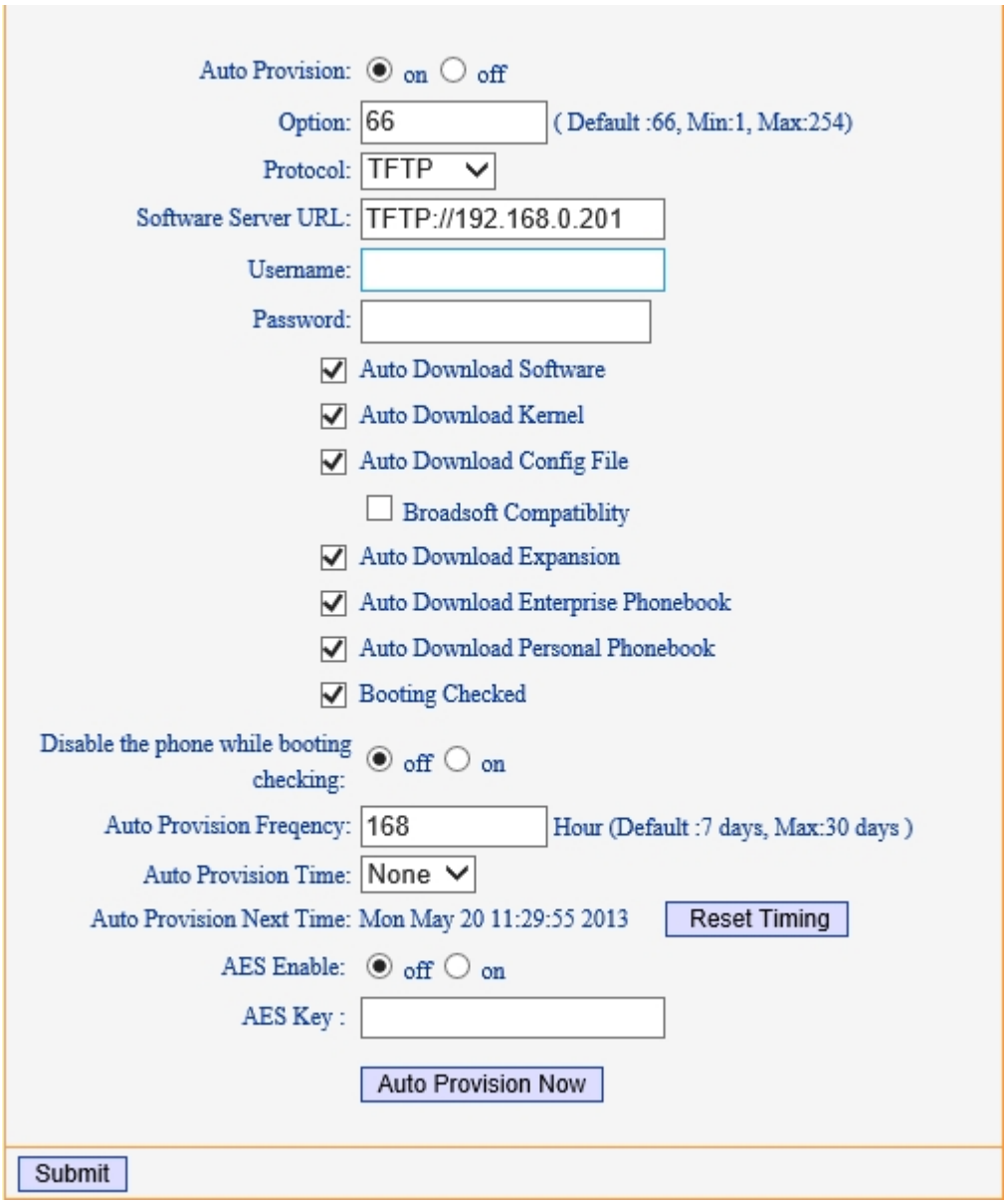
Auto Provision: on off
Option: 66 (Default :66, Min:1, Max:254)
Protocol: TFTP
Software Server URL: TFTP://192.168.0.201
Username:
Password:
Auto Download Software
Auto Download Kernel
Auto Download Config File
Broadsoft Compatiblity
Auto Download Expansion
Auto Download Enterprise Phonebook
Auto Download Personal Phonebook
Booting Checked
Disable the phone while booting checking: off on
Auto Provision Freqency: 168 Hour (Default :7 days, Max:30 days)
Auto Provision Time: None
Auto Provision Next Time: Mon May 20 11:29:55 2013 Reset Timing
AES Enable: off on
AES Key :
Auto Provision Now
Submit

It supports three protocols in Auto-Provision:TFTP,HTTP and FTP.
The format with provisioning server URL is:
TFTP:
TFTP://192.168.0.201(192.168.0.201 is the default Server IP address)
HTTP:
HTTP://192.168.0.201
HTTPS:
HTTPS://192.168.0.201
FTP:
FTP://192.168.0.201

Username: the user to login FTP/HTTP/HTTPS server
Password: the password of the user using to login FTP/HTTP/HTTPS server
*****_Username and password are available in FTP/HTTP/HTTPS only (unavailable in TFTP)._

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Auto Download Software:
Download software from server and upgrade it automatically.
Auto Download Kernel:
Download kernel from server and upgrade it automatically.

Auto Download Config File:
Download configuration file from server and update it automatically.
BroadsoftCompatibility:
If you select this function, you need to put two configuration files (with Broadsoft format) on the provisioning server. Otherwise, you can download the configuration file from your phone via HTTP (regarding the steps, you can refer to *"Download a configuration file from your phone"* in this document.), modify it and upload it to the server for auto-provision.
Auto Download Expansion:
Download configuration file of the Programmable buttons on your phone or Expansion Modules automatically.
Auto Download Enterprise Phonebook:
Download Enterprise Phonebook from server and update it automatically.
Auto Download Personal Phonebook:
Download Personal Phonebook from server and update it automatically.
Booting Checked:
Check all items you had selected and upgrade/update them when the phone boot
Auto Provision Frequency:
The auto provision Frequency which you want.
Auto Provision Time:
The time you want to execute auto-provision.

Examples of Auto Provision Frequency and Time
1) When you set the **Auto Provision Frequency** and disable**Auto Provision Time** (set to None), the Auto Provision function will work after the **AutoProvision Frequency**;
2) When you set both **Auto Provision Frequency** and **Auto Provision Time**, for example:
You set the **AutoProvision Frequency** to 24 hours, and the **Auto Provision Time** to 2:00 at 8:00 today (1, Jan), it will pass 24 hours at first and work at the nearest 2:00, it means that the Auto Provision function will work at 2:00 on the day after tomorrow (3, Jan).
Therefore, if you want this function work at 23:00 tonight and it is 8:00 now, you need to set the **Auto Provision Frequency** to 0 hours and the **Auto Provision Time** to 23:00.

AES Encryption:
AES encryption is used for all the setting files of your phone (include configuration file,

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Expansion file, Enterprise/Personal Phonebook etc. You just need to enable the AES Encryption function and input the AES Key matching the one on your server on.

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